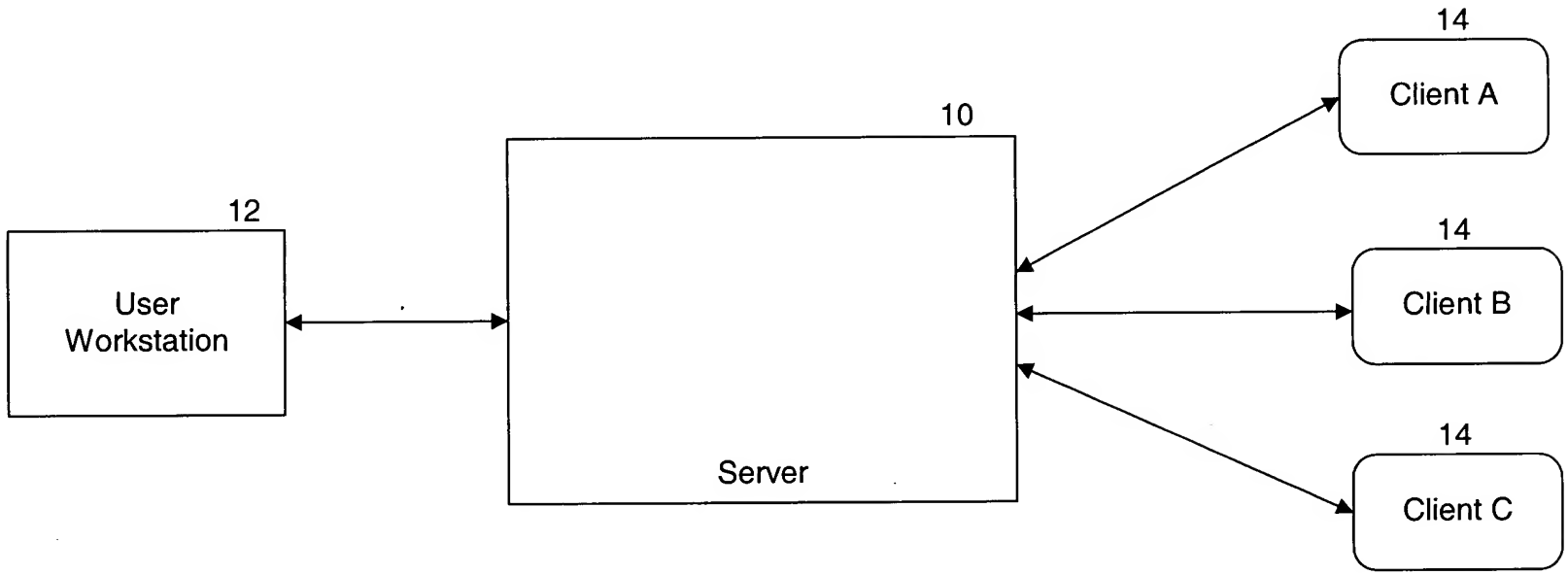

14
Client A
10
12
User
Workstation
14
Client B
14
Client C
Server

FIGURE 1

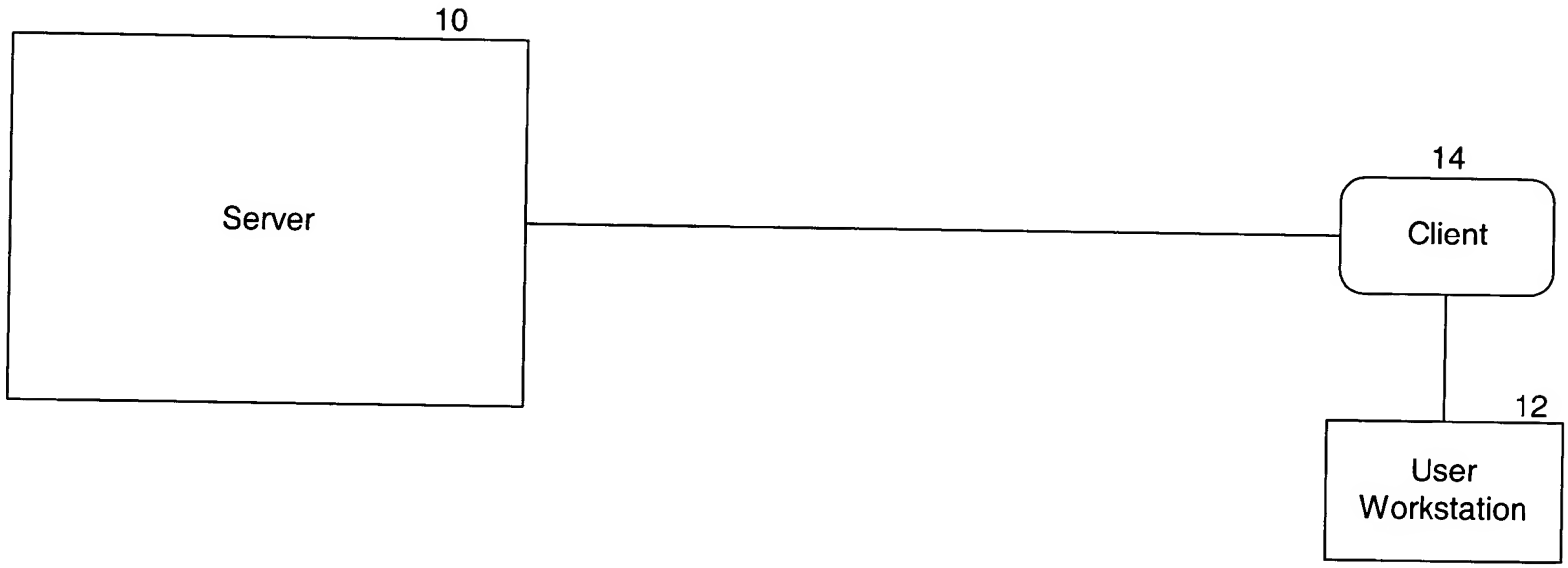


FIGURE 2

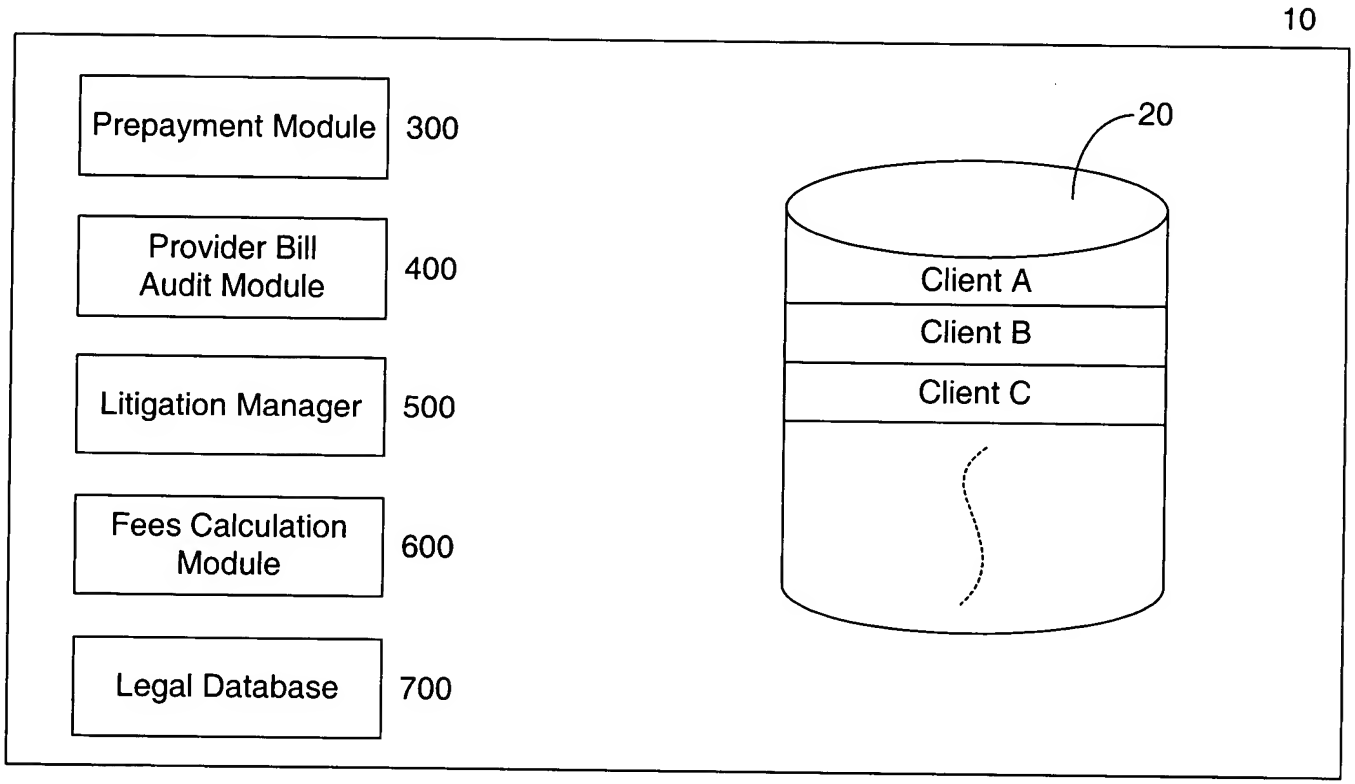

10
Prepayment Module
300
Provider Bill Audit Module
400
Litigation Manager
500
Fees Calculation Module
600
Legal Database
700
20
Client A
Client B
Client C

FIGURE 3

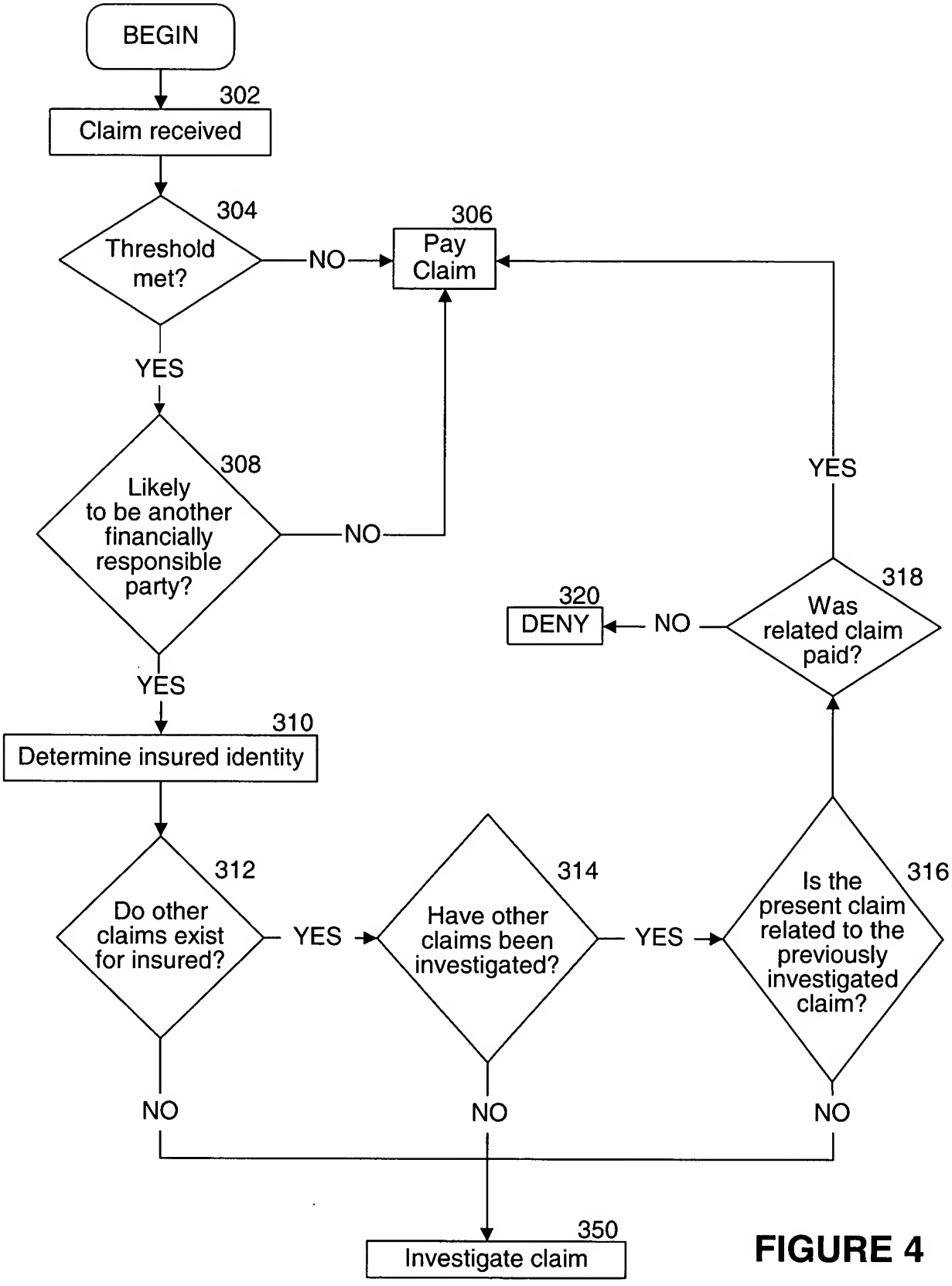

BEGIN
302
Claim received
304
Threshold met?
NO
306
Pay Claim
YES
308
Likely to be another financially responsible party?
NO
YES
YES
318
Was related claim paid?
320
DENY
NO
310
Determine insured identity
312
Do other claims exist for insured?
YES
314
Have other claims been investigated?
YES
316
Is the present claim related to the previously investigated claim?
NO
NO
NO
350
Investigate claim

FIGURE 4

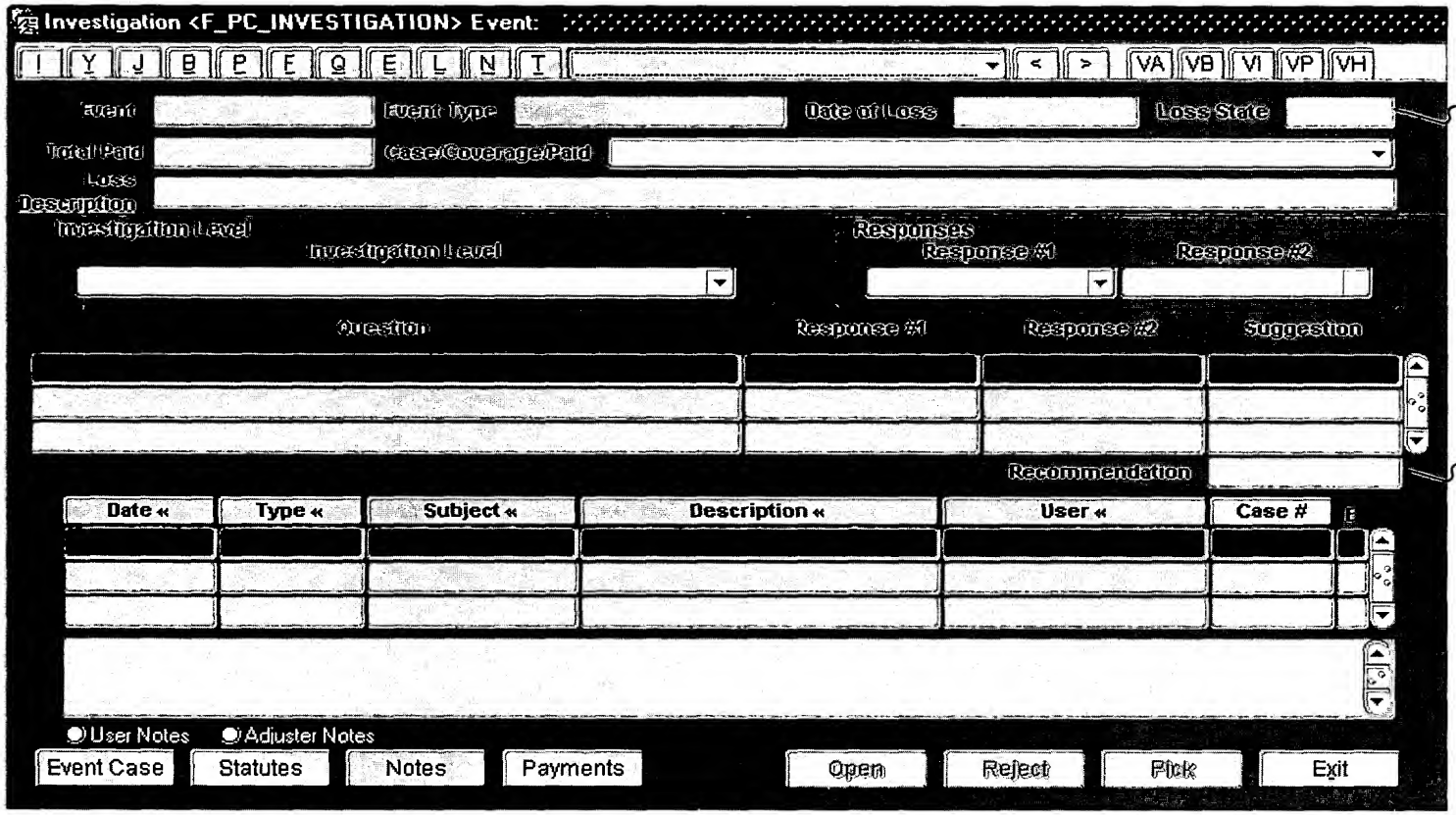

Investigation <F_PC_INVESTIGATION> Event:
I Y J B P F Q E L N T
< >
VA VB VI VP VH
Event
Event Type
Date of Loss
Loss State
Total Paid
Case/Coverage/Paid
Loss Description
Investigation Level
Investigation Level
Responses
Response #1
Response #2
Question
Response #1
Response #2
Suggestion
Recommendation
Date «
Type «
Subject «
Description «
User «
Case #
User Notes
Adjuster Notes
Event Case
Statutes
Notes
Payments
Open
Reject
Pick
Exit
390
392

FIGURE 5

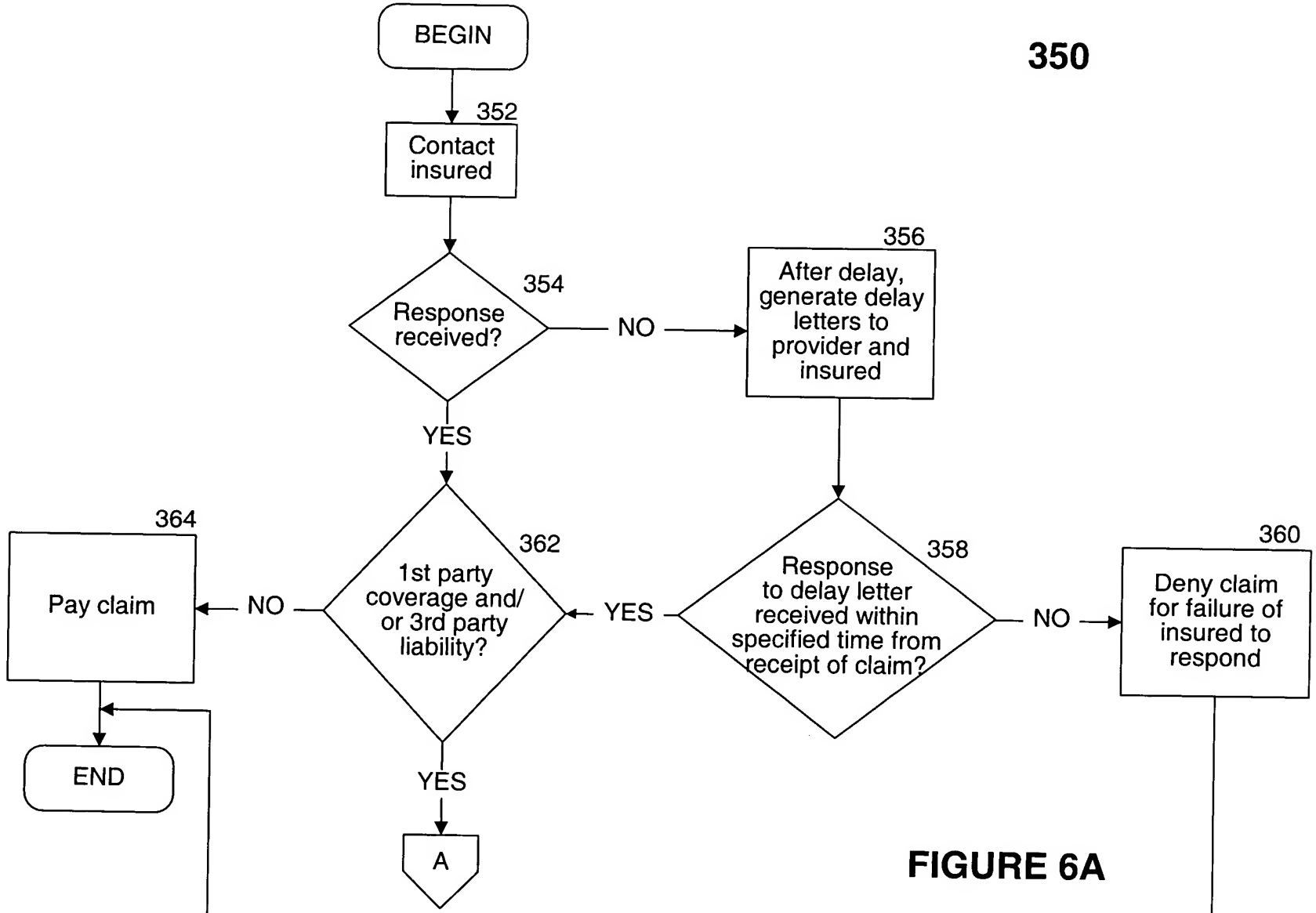

350
BEGIN
352
Contact insured
354
Response received?
NO
356
After delay, generate delay letters to provider and insured
YES
358
Response to delay letter received within specified time from receipt of claim?
NO
360
Deny claim for failure of insured to respond
YES
362
1st party coverage and/ or 3rd party liability?
NO
364
Pay claim
END
YES
A

FIGURE 6A

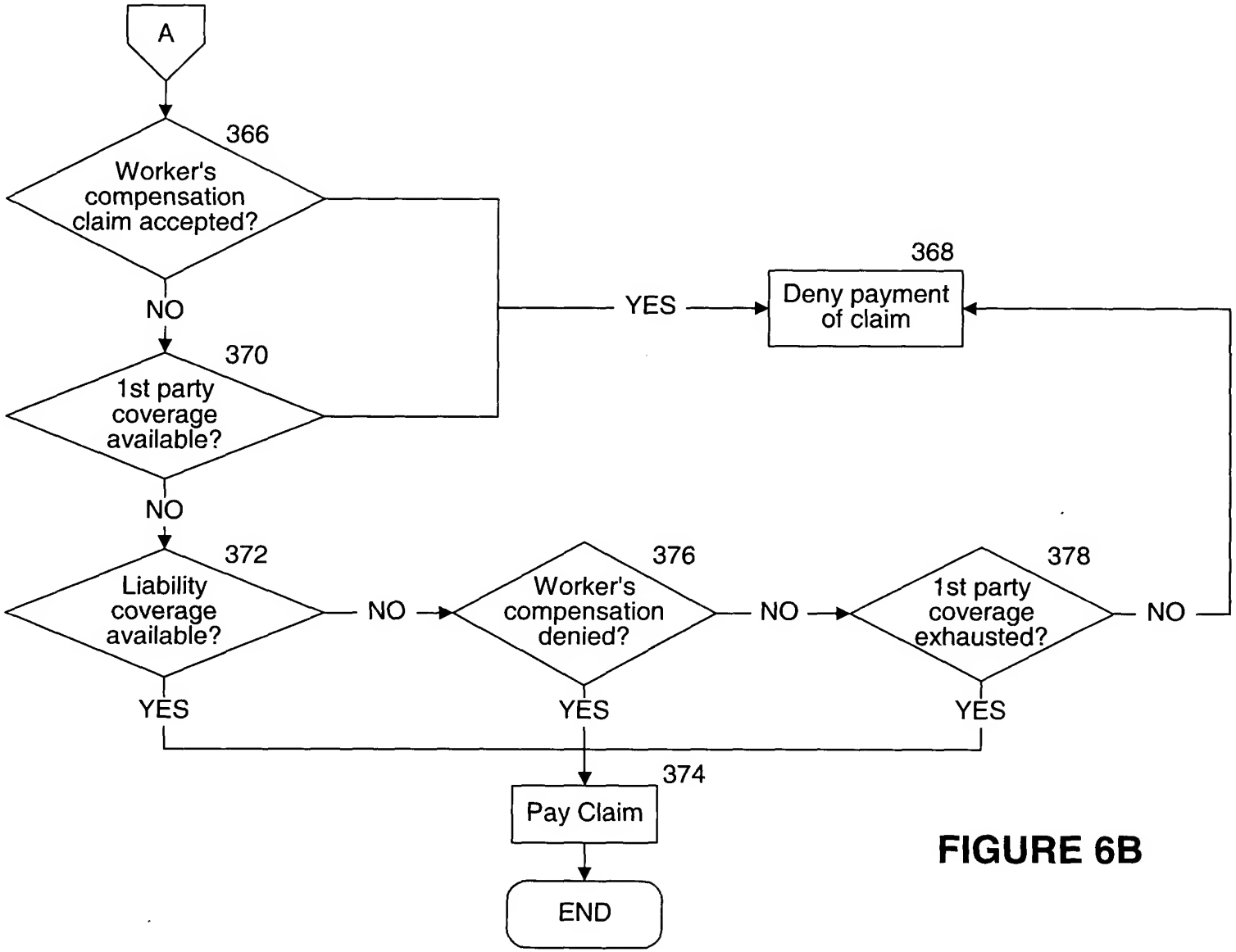

A
366
Worker's compensation claim accepted?
YES
368
Deny payment of claim
NO
370
1st party coverage available?
NO
372
Liability coverage available?
NO
376
Worker's compensation denied?
NO
378
1st party coverage exhausted?
NO
YES
YES
YES
374
Pay Claim
END

FIGURE 6B

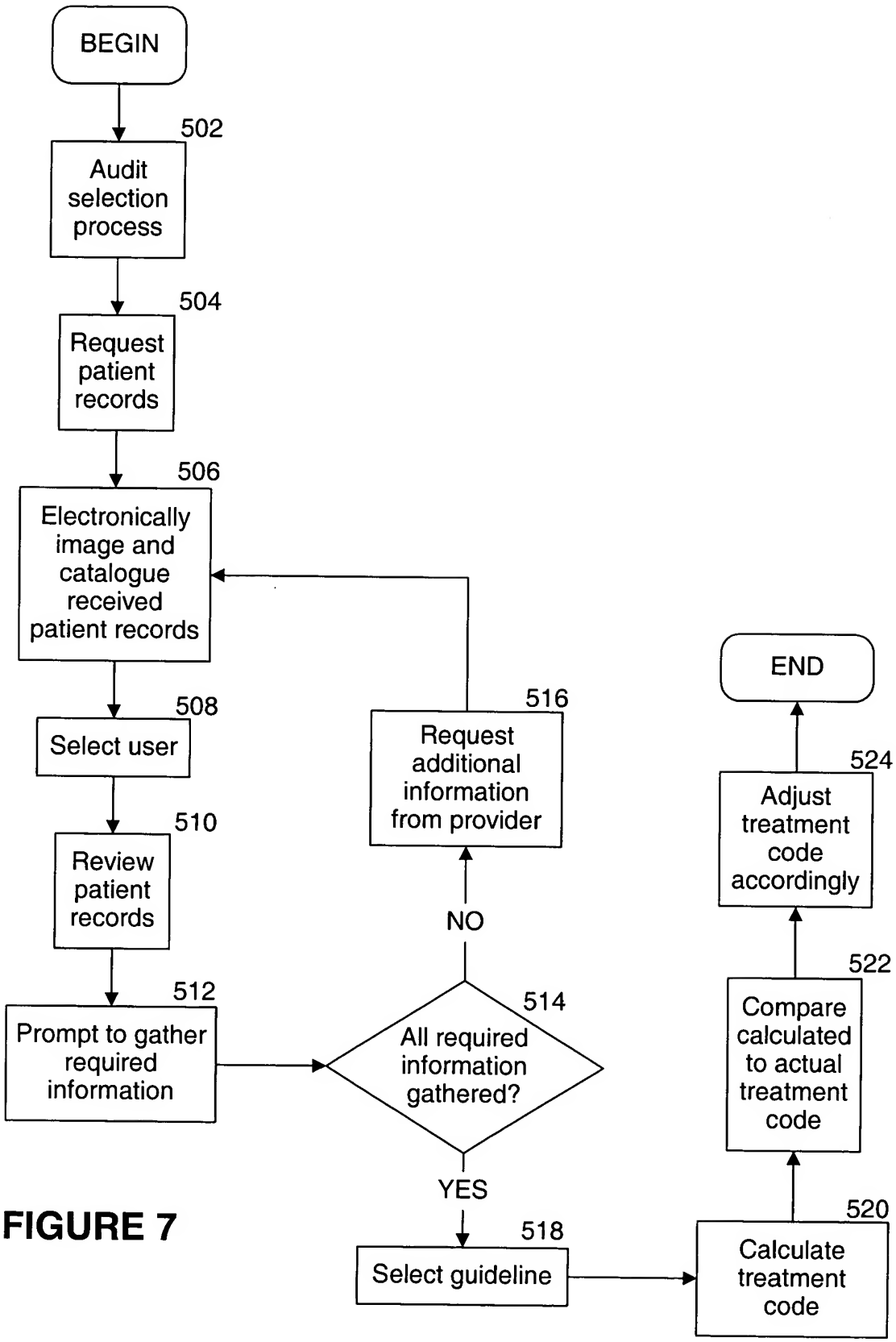

BEGIN
502
Audit selection process
504
Request patient records
506
Electronically image and catalogue received patient records
508
Select user
510
Review patient records
512
Prompt to gather required information
514
All required information gathered?
NO
516
Request additional information from provider
YES
518
Select guideline
520
Calculate treatment code
522
Compare calculated to actual treatment code
524
Adjust treatment code accordingly
END

FIGURE 7

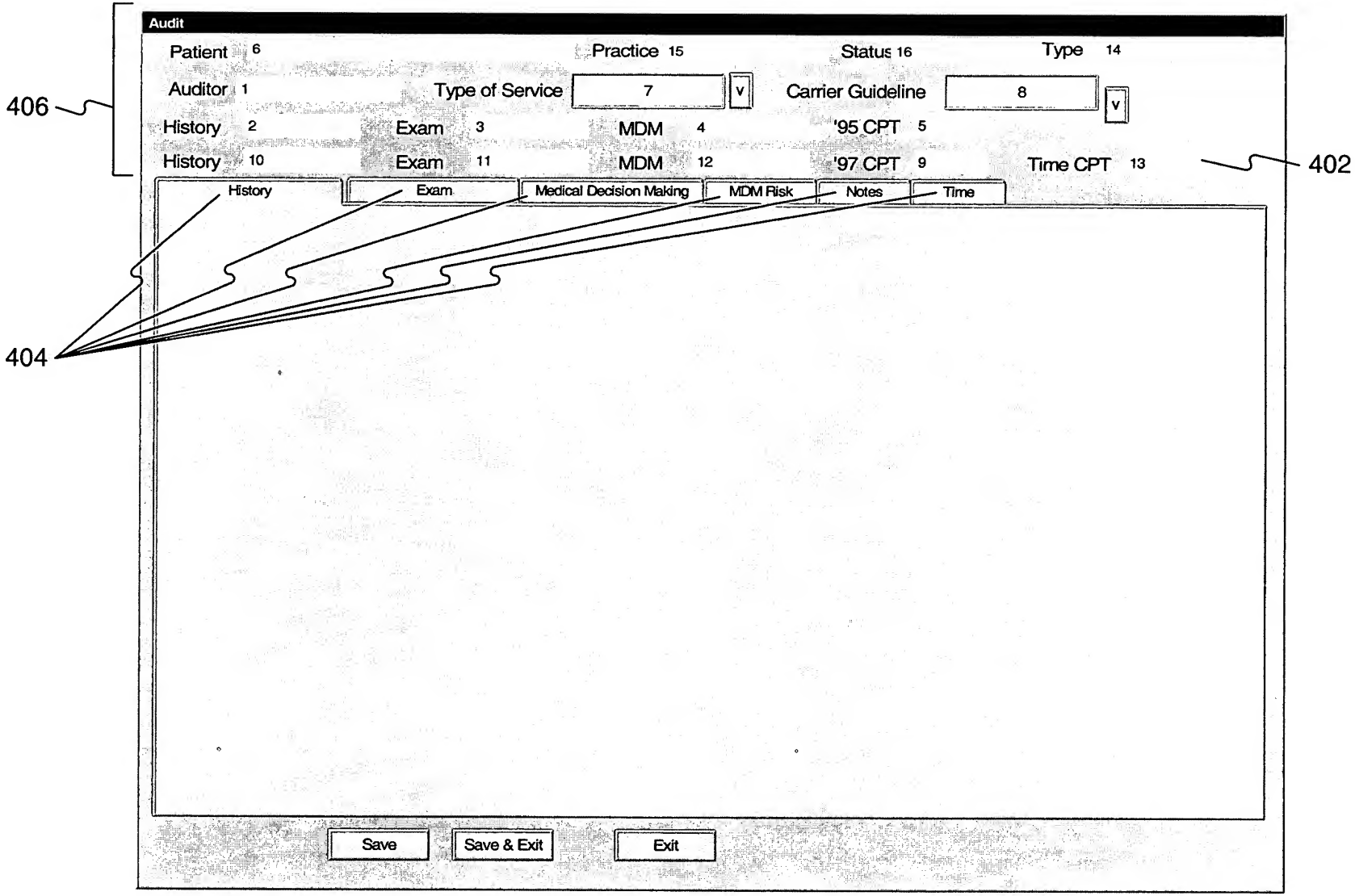

Audit
Patient 6
Practice 15
Status 16
Type 14
Auditor 1
Type of Service
7
Carrier Guideline
8
History 2
Exam 3
MDM 4
'95 CPT 5
History 10
Exam 11
MDM 12
'97 CPT 9
Time CPT 13
History
Exam
Medical Decision Making
MDM Risk
Notes
Time
Save
Save & Exit
Exit
406
404
402

FIGURE 8

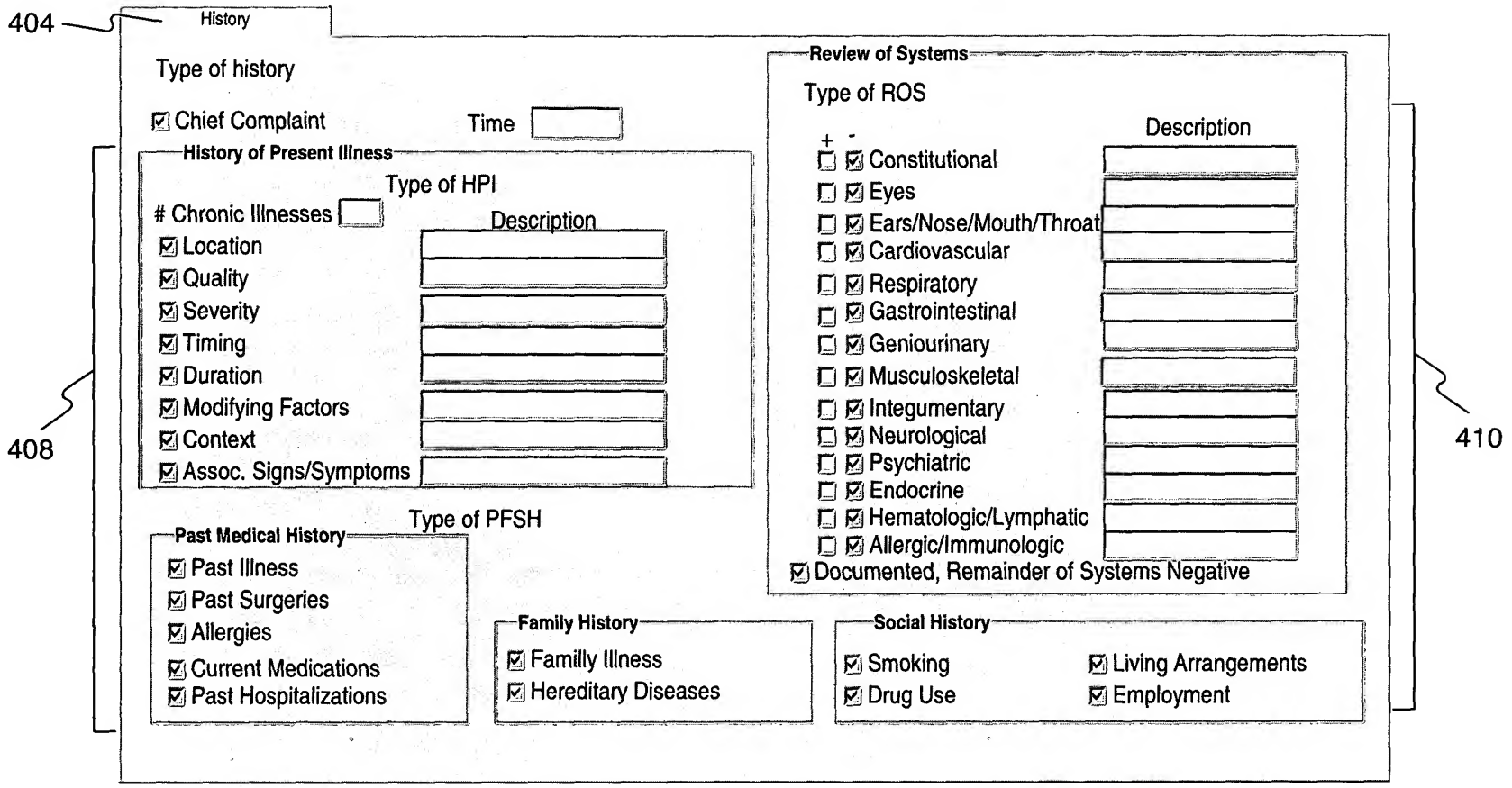

404
History
Type of history
Chief Complaint
Time
History of Present Illness
Type of HPI
Chronic Illnesses
Description
Location
Quality
Severity
Timing
Duration
Modifying Factors
Context
Assoc. Signs/Symptoms
408
Type of PFSH
Past Medical History
Past Illness
Past Surgeries
Allergies
Current Medications
Past Hospitalizations
Family History
Familly Illness
Hereditary Diseases
Social History
Smoking
Drug Use
Living Arrangements
Employment
Review of Systems
Type of ROS
+ -
Description
Constitutional
Eyes
Ears/Nose/Mouth/Throat
Cardiovascular
Respiratory
Gastrointestinal
Geniourinary
Musculoskeletal
Integumentary
Neurological
Psychiatric
Endocrine
Hematologic/Lymphatic
Allergic/Immunologic
Documented, Remainder of Systems Negative
410

FIGURE 9

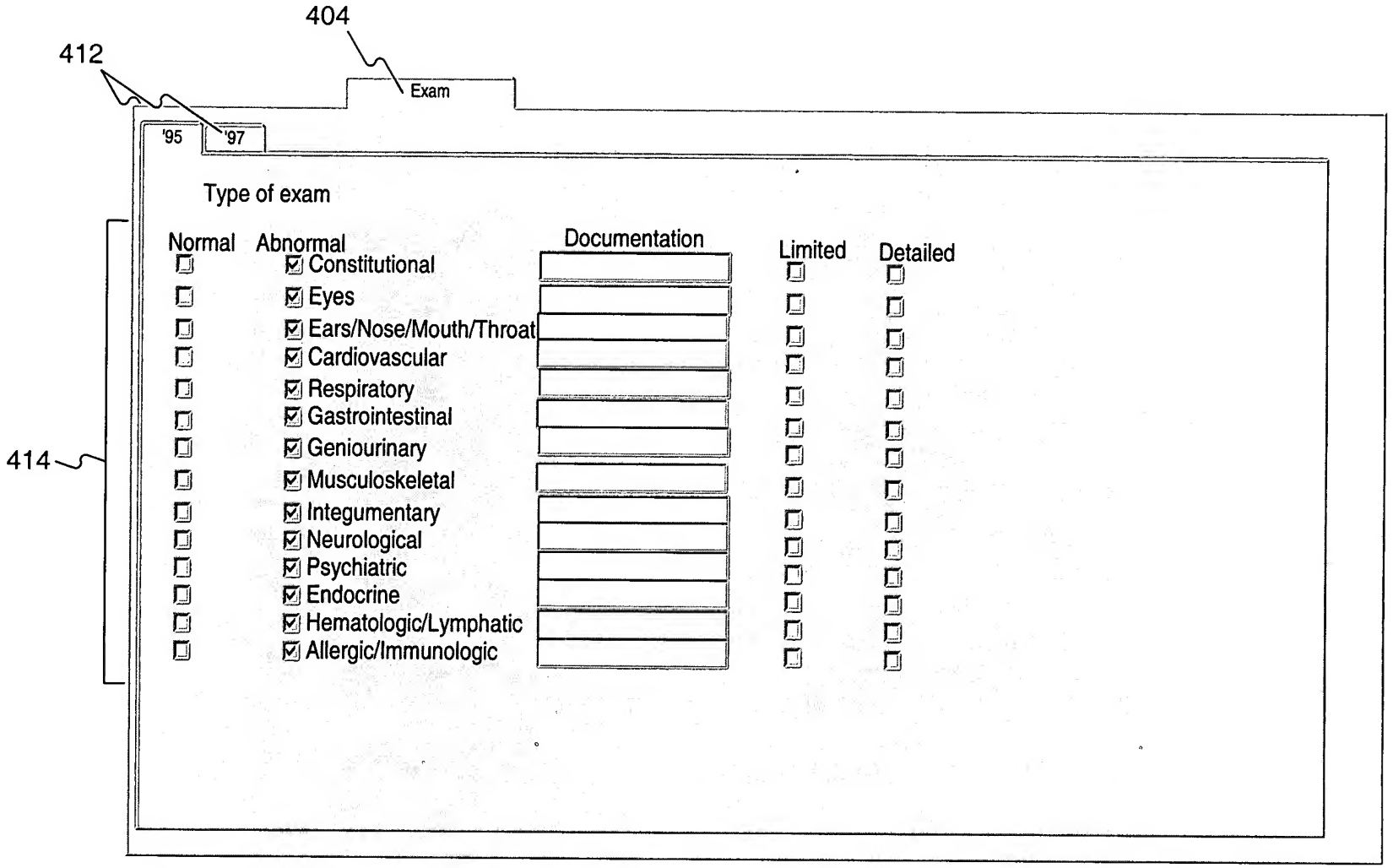

404
412
Exam
'95
'97
Type of exam
414
Normal
Abnormal
Documentation
Limited
Detailed
Constitutional
Eyes
Ears/Nose/Mouth/Throat
Cardiovascular
Respiratory
Gastrointestinal
Geniourinary
Musculoskeletal
Integumentary
Neurological
Psychiatric
Endocrine
Hematologic/Lymphatic
Allergic/Immunologic

FIGURE 10

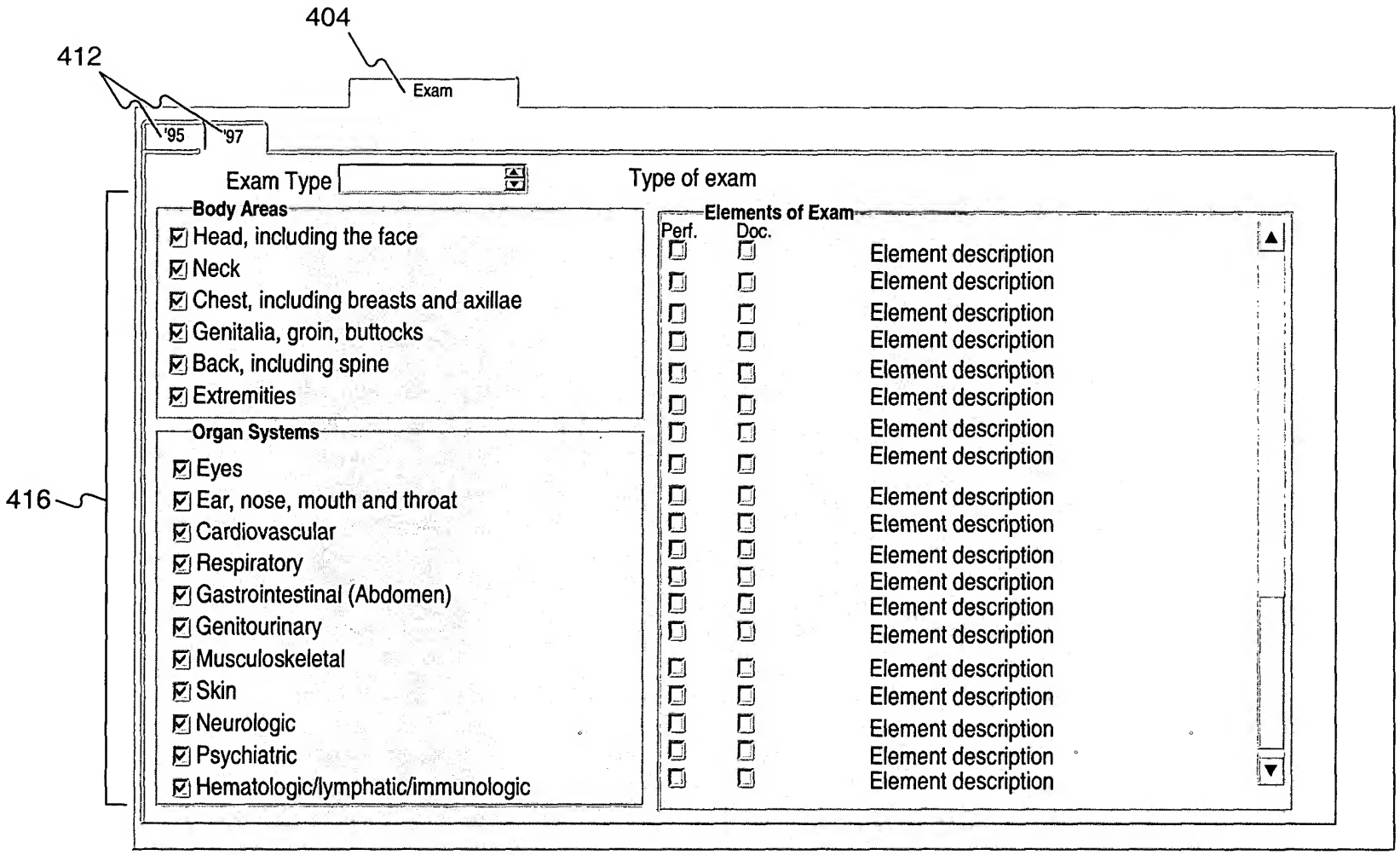

404
412
Exam
'95
'97
Exam Type
Type of exam
Body Areas
Head, including the face
Neck
Chest, including breasts and axillae
Genitalia, groin, buttocks
Back, including spine
Extremities
Organ Systems
Eyes
Ear, nose, mouth and throat
Cardiovascular
Respiratory
Gastrointestinal (Abdomen)
Genitourinary
Musculoskeletal
Skin
Neurologic
Psychiatric
Hematologic/lymphatic/immunologic
Elements of Exam
Perf.
Doc.
Element description
416

FIGURE 11

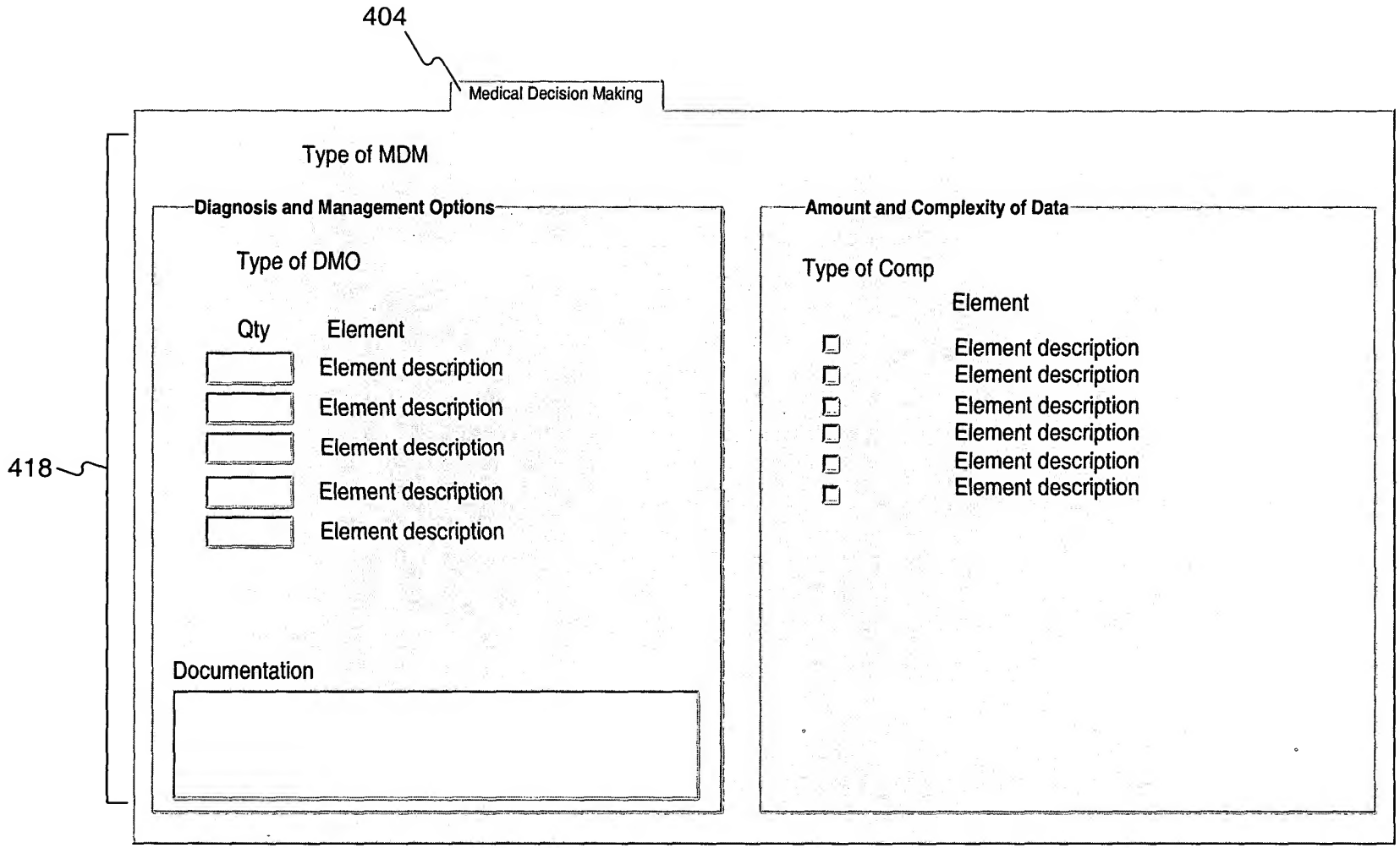

404
Medical Decision Making
Type of MDM
Diagnosis and Management Options
Type of DMO
Qty
Element
Element description
Element description
Element description
Element description
Element description
Documentation
Amount and Complexity of Data
Type of Comp
Element
Element description
Element description
Element description
Element description
Element description
Element description
418

FIGURE 12

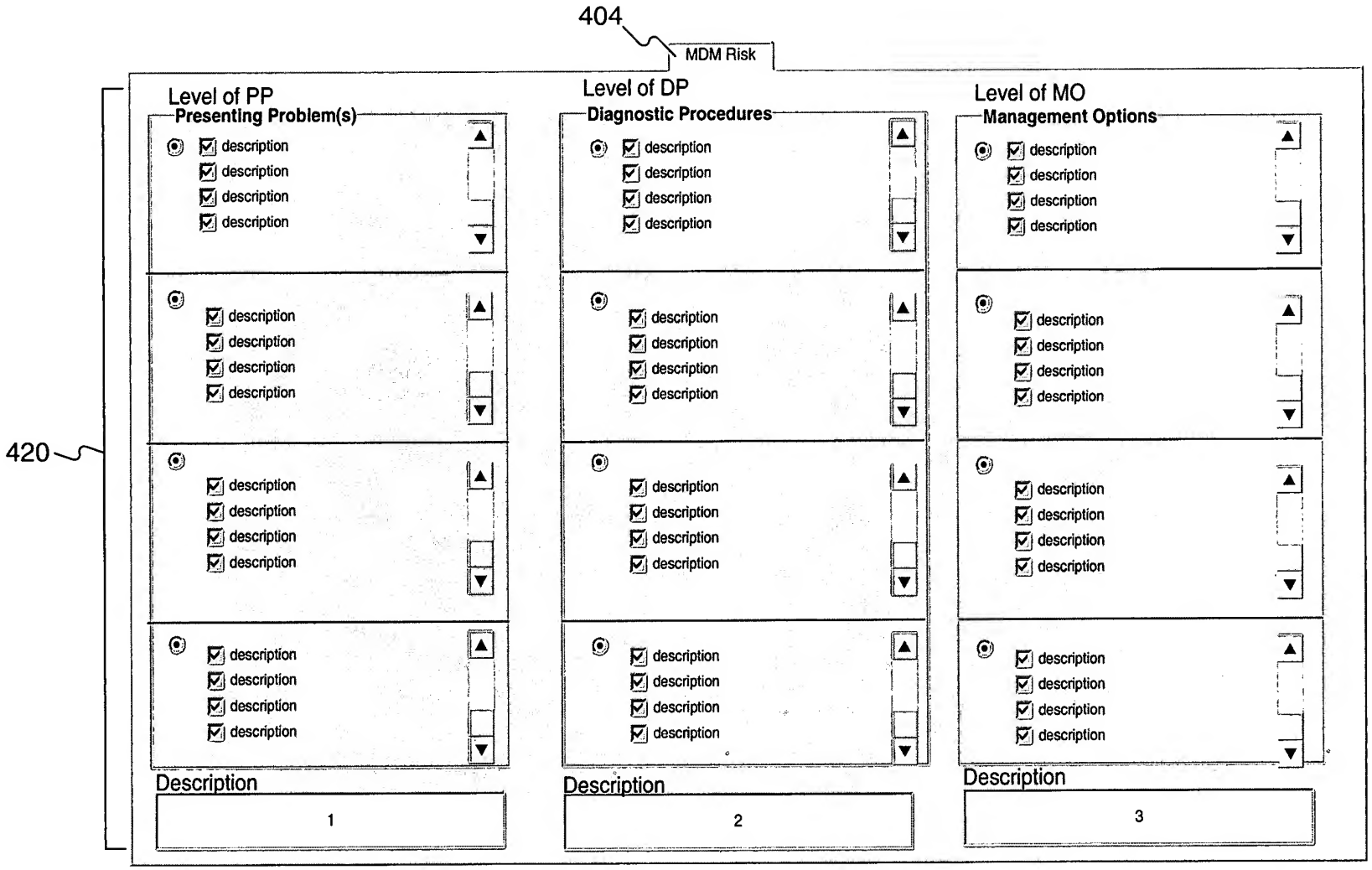

404
MDM Risk
420
Level of PP
Presenting Problem(s)
Level of DP
Diagnostic Procedures
Level of MO
Management Options
description
Description
1
2
3

FIGURE 13

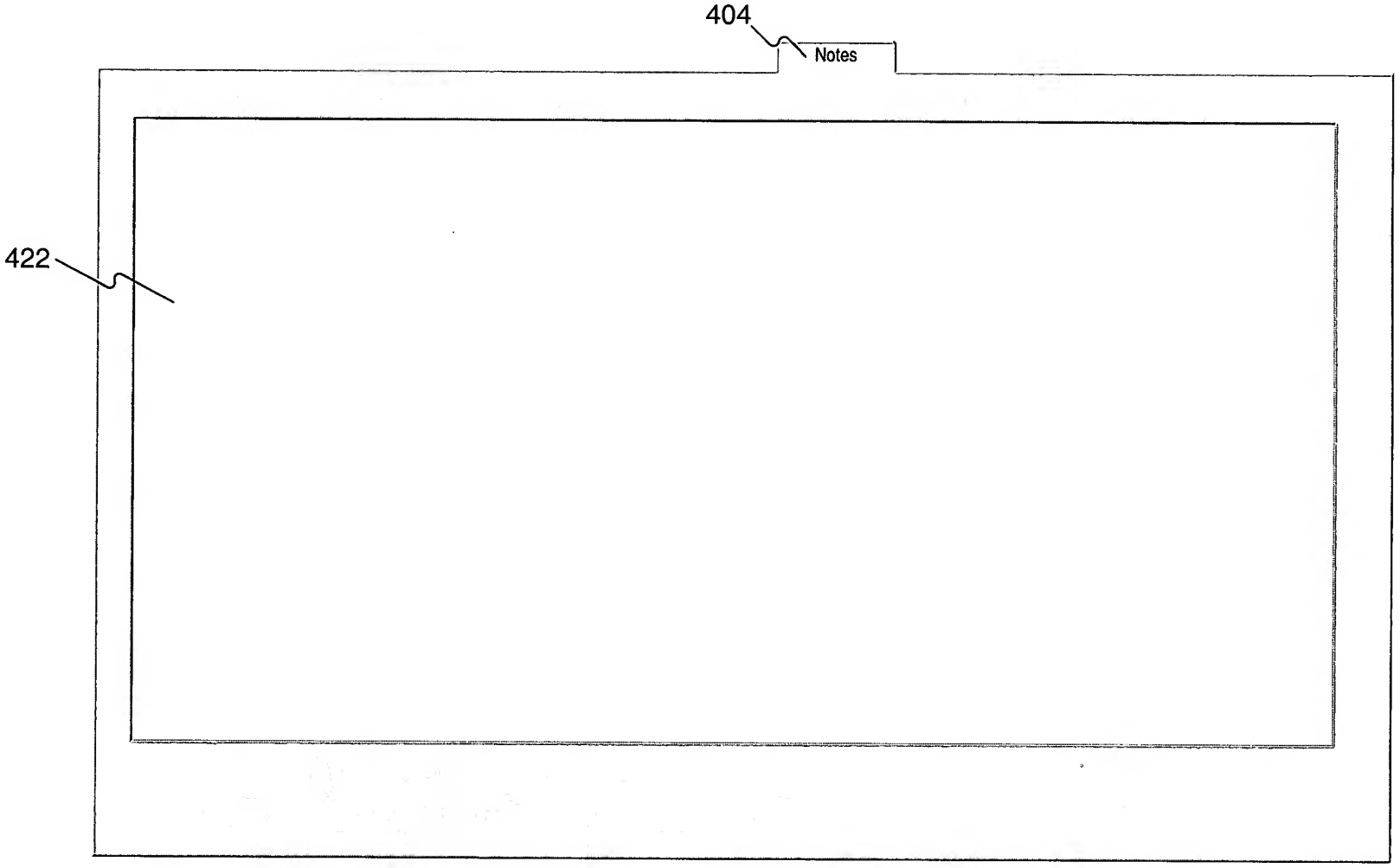


FIGURE 14

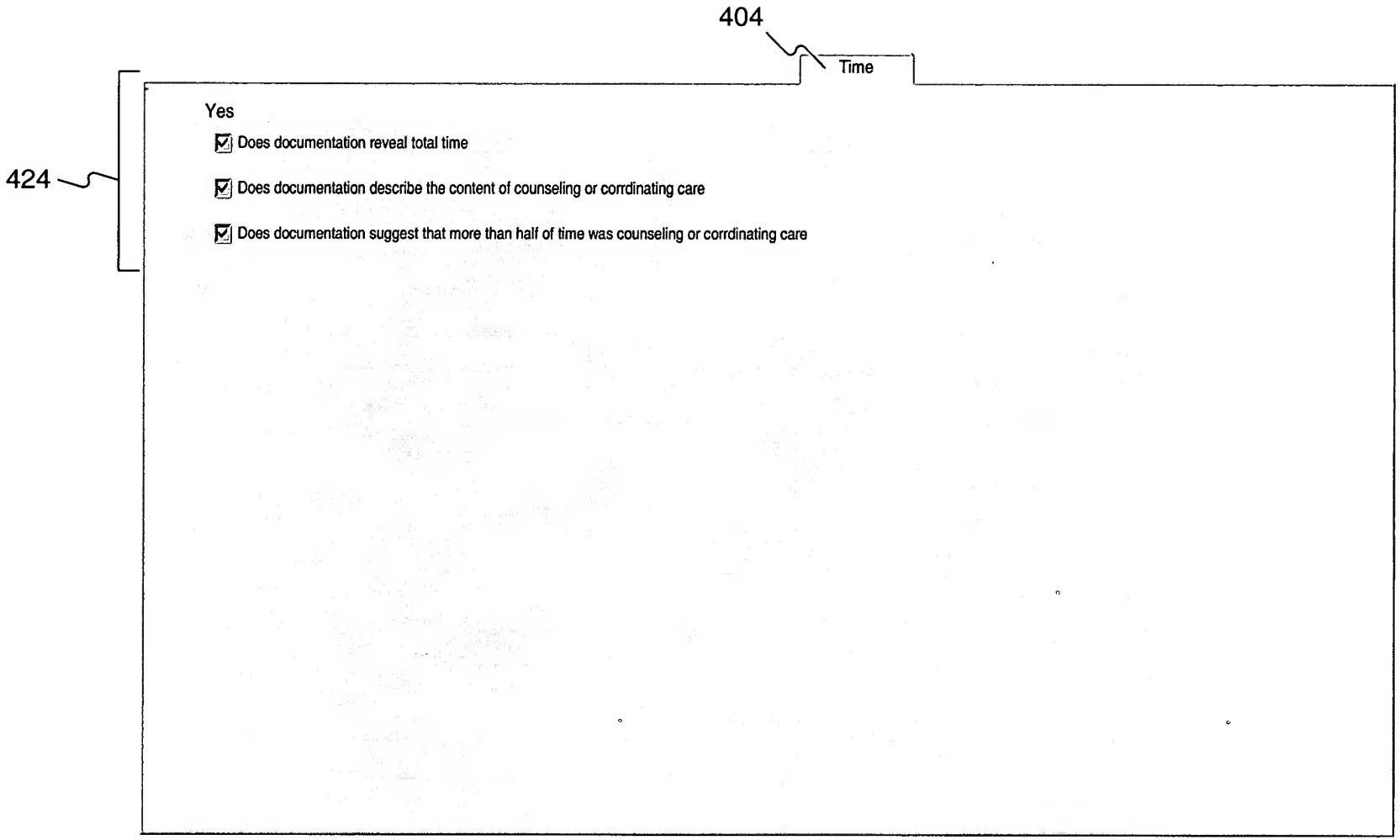

404
Time
424
Yes
Does documentation reveal total time
Does documentation describe the content of counseling or corrdinating care
Does documentation suggest that more than half of time was counseling or corrdinating care

FIGURE 15

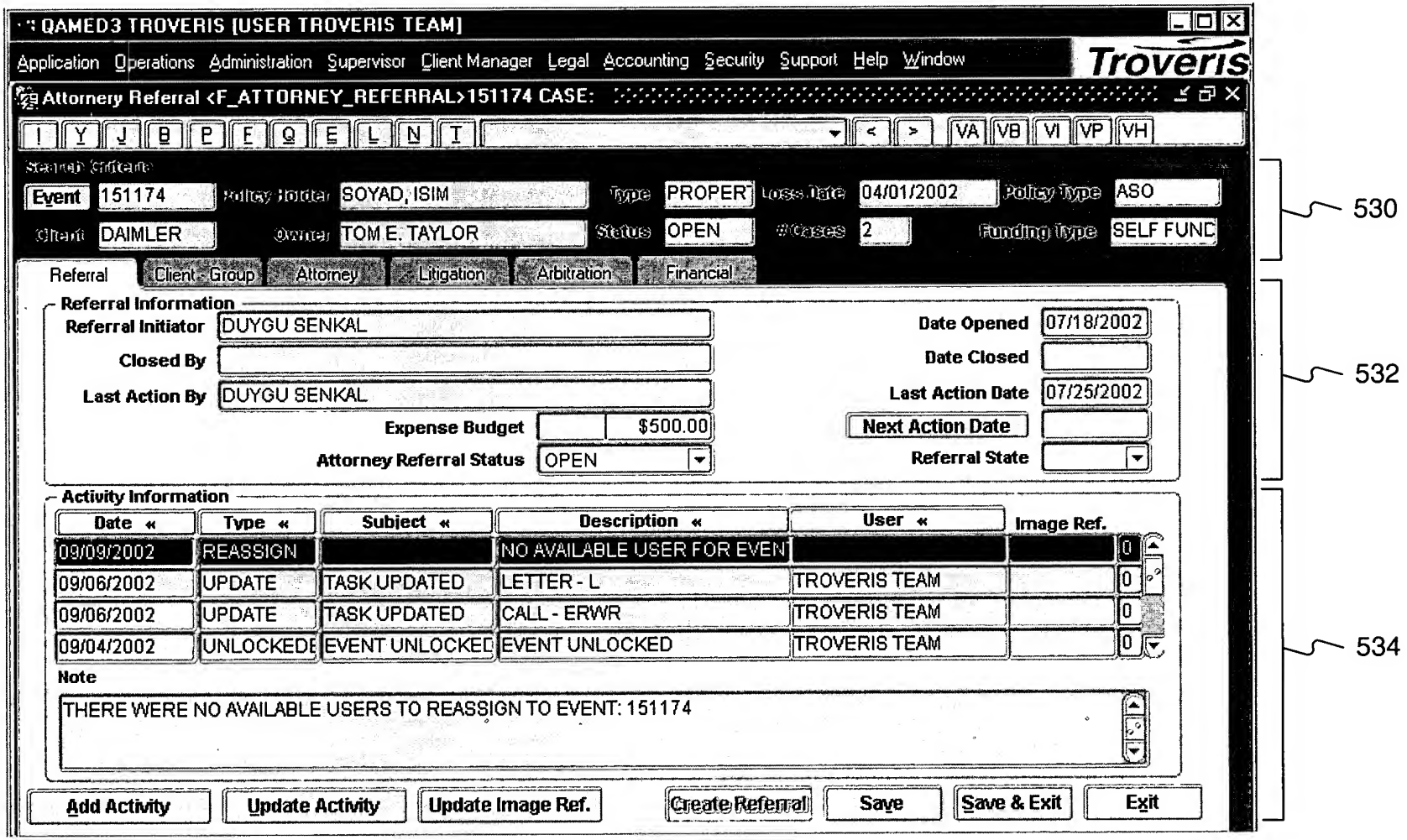

QAMED3 TROVERIS [USER TROVERIS TEAM]
Application Operations Administration Supervisor Client Manager Legal Accounting Security Support Help Window
Troveris
Attorney Referral <F_ATTORNEY_REFERRAL>151174 CASE:
Event 151174
Policy Holder SOYAD, ISIM
Type PROPERT
Loss Date 04/01/2002
Policy Type ASO
Client DAIMLER
Owner TOM E. TAYLOR
Status OPEN
Cases 2
Funding Type SELF FUNC
Referral
Client - Group
Attorney
Litigation
Arbitration
Financial
Referral Information
Referral Initiator DUYGU SENKAL
Closed By
Last Action By DUYGU SENKAL
Expense Budget $500.00
Attorney Referral Status OPEN
Date Opened 07/18/2002
Date Closed
Last Action Date 07/25/2002
Next Action Date
Referral State
Activity Information
Date
Type
Subject
Description
User
Image Ref.
09/09/2002 REASSIGN NO AVAILABLE USER FOR EVEN
09/06/2002 UPDATE TASK UPDATED LETTER - L TROVERIS TEAM
09/06/2002 UPDATE TASK UPDATED CALL - ERWR TROVERIS TEAM
09/04/2002 UNLOCKEDE EVENT UNLOCKED EVENT UNLOCKED TROVERIS TEAM
Note
THERE WERE NO AVAILABLE USERS TO REASSIGN TO EVENT: 151174
Add Activity
Update Activity
Update Image Ref.
Create Referral
Save
Save & Exit
Exit
530
532
534

FIGURE 16

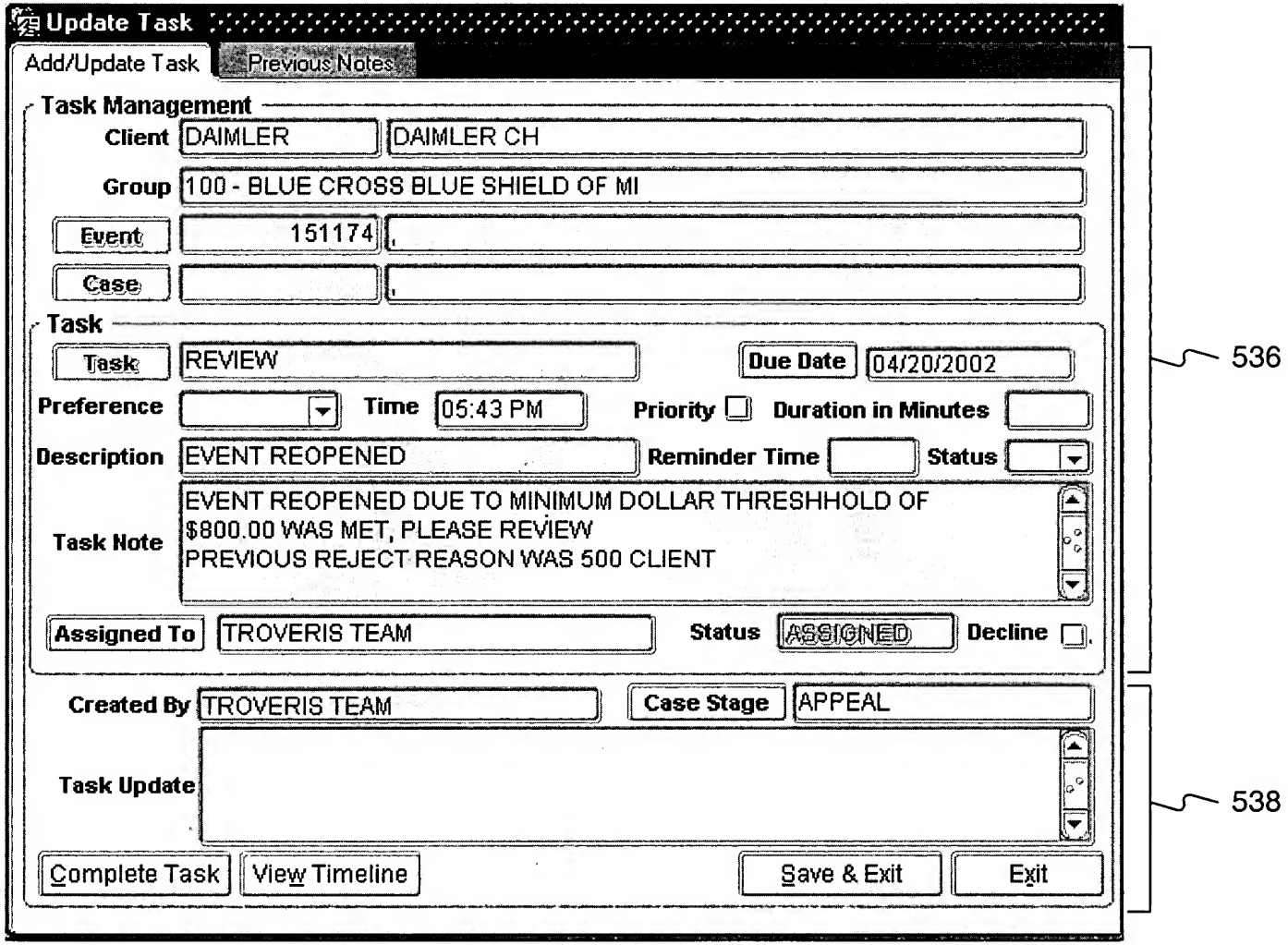

Update Task
Add/Update Task
Previous Notes
Task Management
Client
DAIMLER
DAIMLER CH
Group
100 - BLUE CROSS BLUE SHIELD OF MI
Event
151174
Case
Task
Task
REVIEW
Due Date
04/20/2002
Preference
Time
05:43 PM
Priority
Duration in Minutes
Description
EVENT REOPENED
Reminder Time
Status
Task Note
EVENT REOPENED DUE TO MINIMUM DOLLAR THRESHHOLD OF
$800.00 WAS MET, PLEASE REVIEW
PREVIOUS REJECT REASON WAS 500 CLIENT
Assigned To
TROVERIS TEAM
Status
ASSIGNED
Decline
Created By
TROVERIS TEAM
Case Stage
APPEAL
Task Update
Complete Task
View Timeline
Save & Exit
Exit
536
538

FIGURE 17

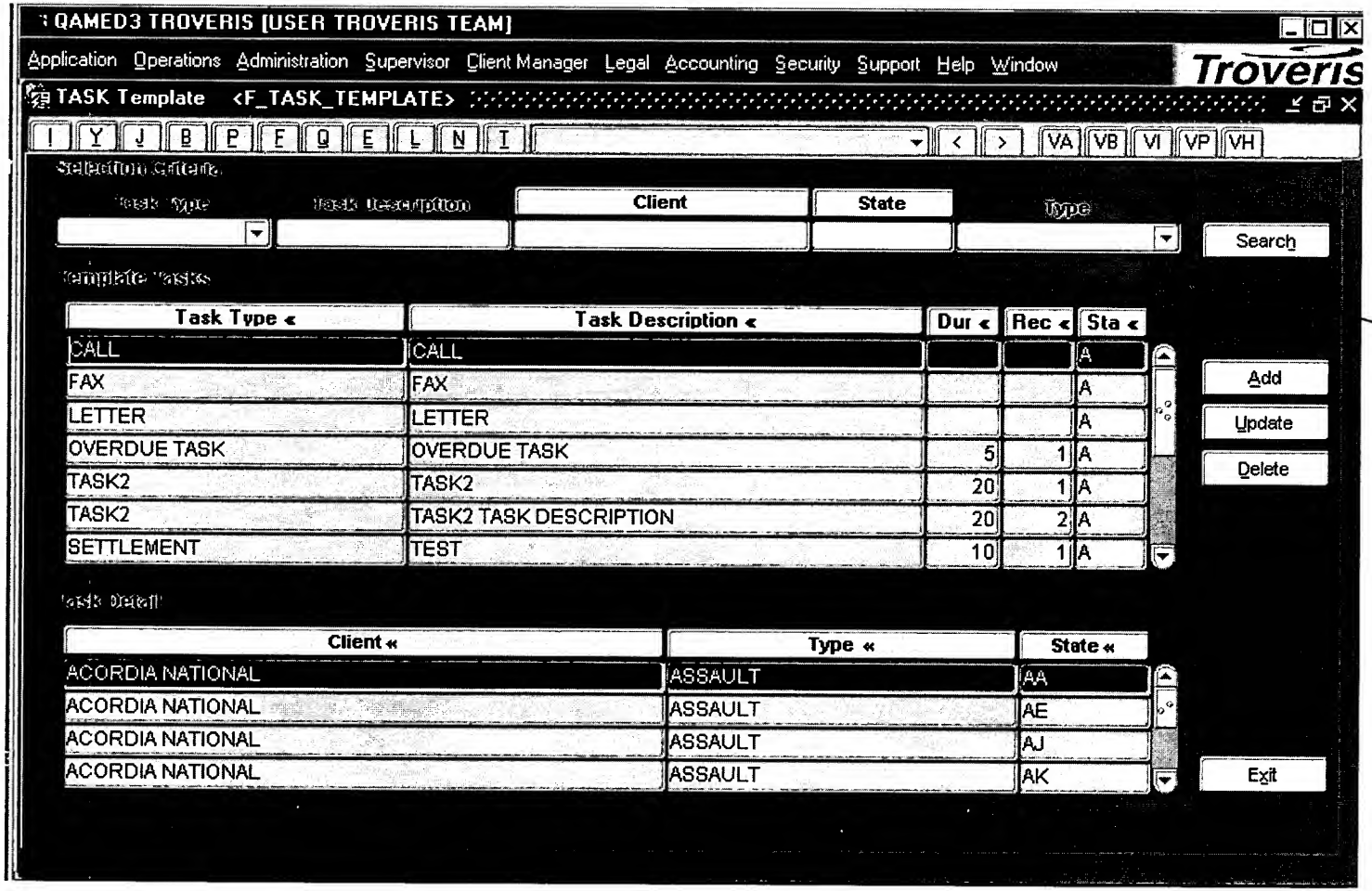

QAMED3 TROVERIS [USER TROVERIS TEAM]
Application Operations Administration Supervisor Client Manager Legal Accounting Security Support Help Window
Troveris
TASK Template <F_TASK_TEMPLATE>
I Y J B P F Q E L N T
VA VB VI VP VH
Selection Criteria
Task Type
Task Description
Client
State
Type
Search
Template Tasks
Task Type «
Task Description «
Dur «
Rec «
Sta «
CALL CALL A
FAX FAX A
LETTER LETTER A
OVERDUE TASK OVERDUE TASK 5 1 A
TASK2 TASK2 20 1 A
TASK2 TASK2 TASK DESCRIPTION 20 2 A
SETTLEMENT TEST 10 1 A
Add
Update
Delete
Task Detail
Client «
Type «
State «
ACORDIA NATIONAL ASSAULT AA
ACORDIA NATIONAL ASSAULT AE
ACORDIA NATIONAL ASSAULT AJ
ACORDIA NATIONAL ASSAULT AK
Exit
540

FIGURE 18

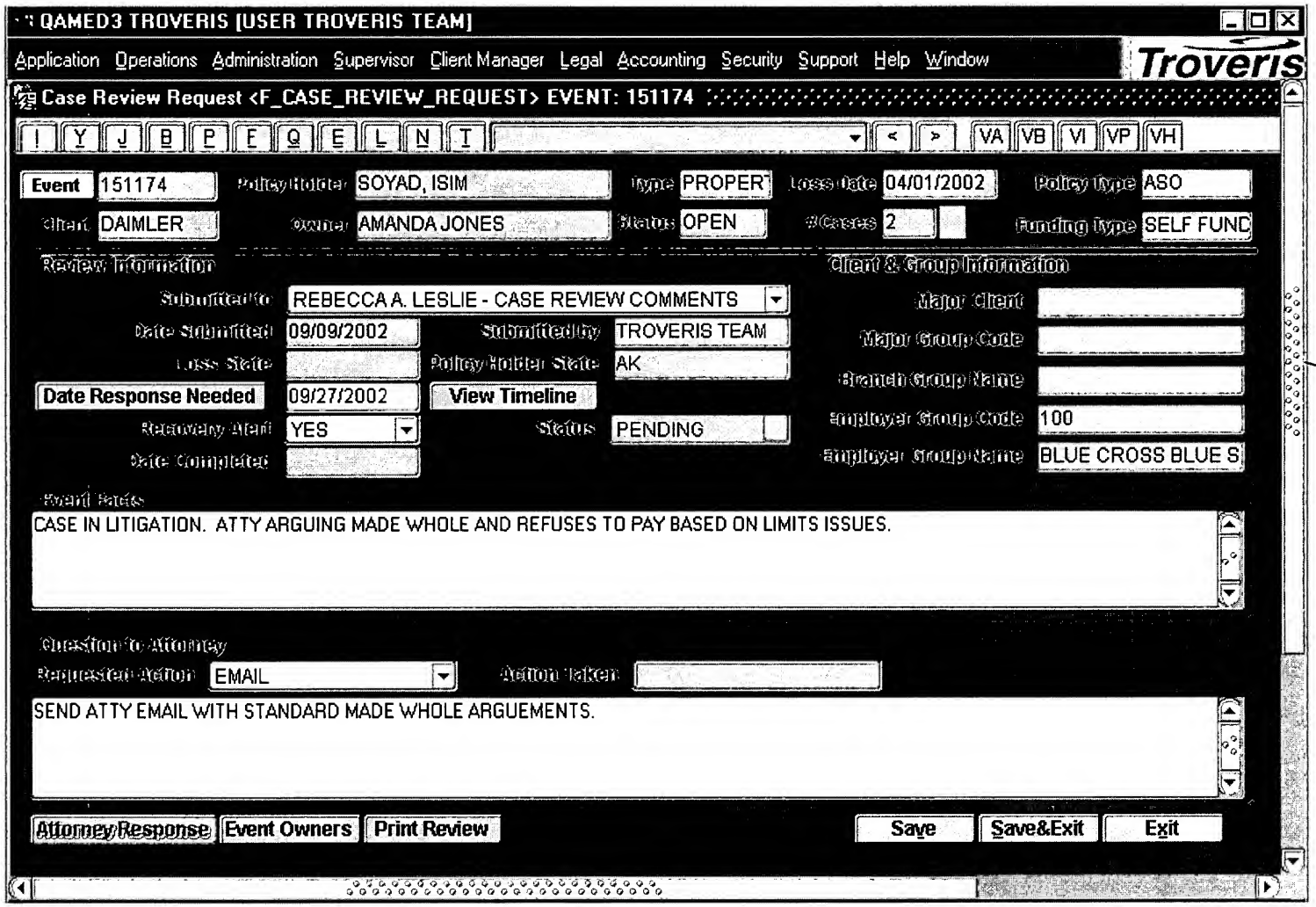

QAMED3 TROVERIS [USER TROVERIS TEAM]
Application Operations Administration Supervisor Client Manager Legal Accounting Security Support Help Window
Troveris
Case Review Request <F_CASE_REVIEW_REQUEST> EVENT: 151174
I Y J B P F Q E L N T
< > VA VB VI VP VH
Event 151174
Policy Holder SOYAD, ISIM
Type PROPER
Loss Date 04/01/2002
Policy Type ASO
Client DAIMLER
Owner AMANDA JONES
Status OPEN
#Cases 2
Funding Type SELF FUND
Review Information
Client & Group Information
Submitted To REBECCA A. LESLIE - CASE REVIEW COMMENTS
Date Submitted 09/09/2002
Submitted By TROVERIS TEAM
Loss State
Policy Holder State AK
Date Response Needed 09/27/2002
View Timeline
Recovery Alert YES
Status PENDING
Date Completed
Major Client
Major Group Code
Branch Group Name
Employer Group Code 100
Employer Group Name BLUE CROSS BLUE S
Event Notes
CASE IN LITIGATION. ATTY ARGUING MADE WHOLE AND REFUSES TO PAY BASED ON LIMITS ISSUES.
Question to Attorney
Requested Action EMAIL
Action Taken
SEND ATTY EMAIL WITH STANDARD MADE WHOLE ARGUEMENTS.
Attorney Response
Event Owners
Print Review
Save
Save&Exit
Exit
542

FIGURE 19

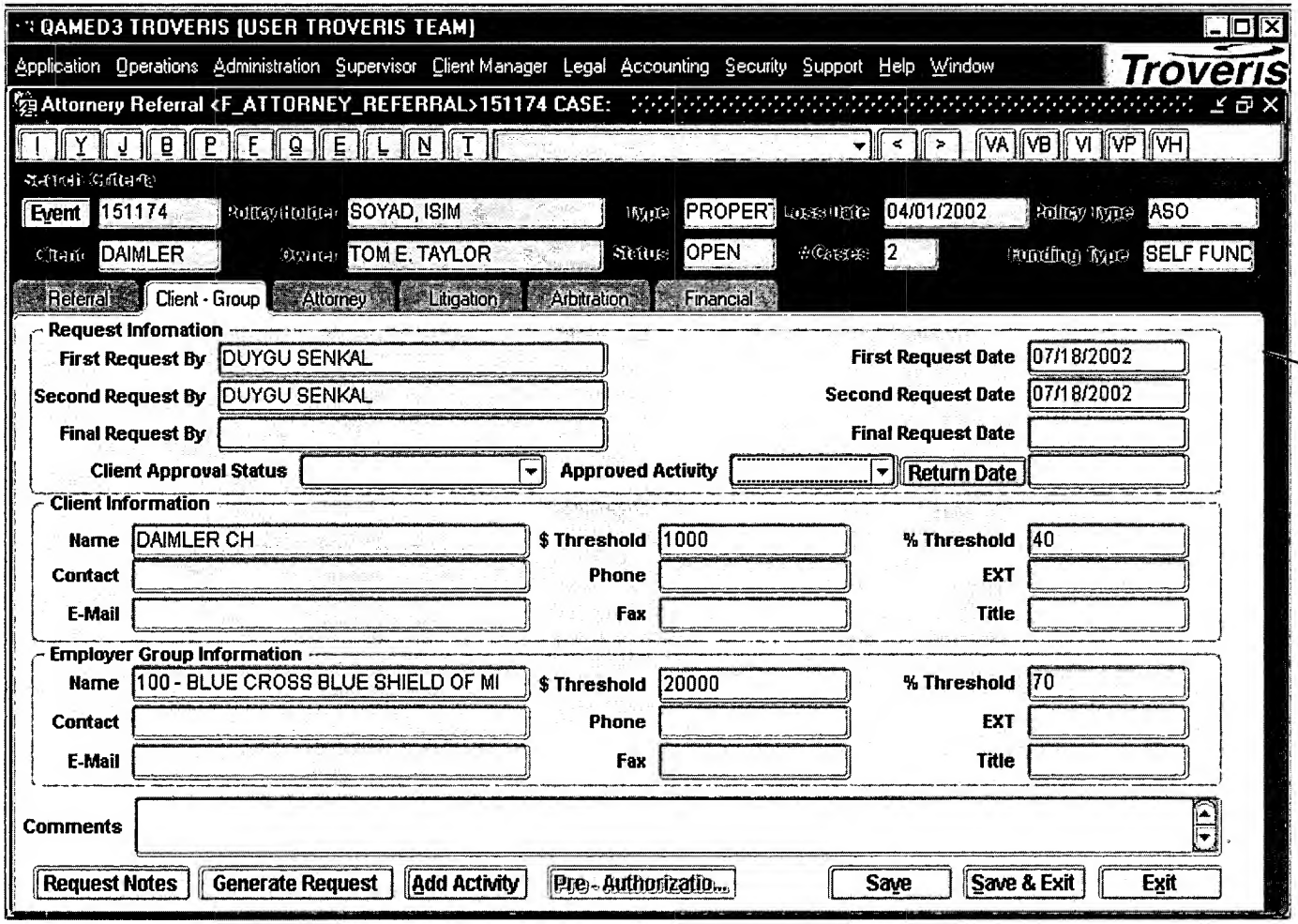
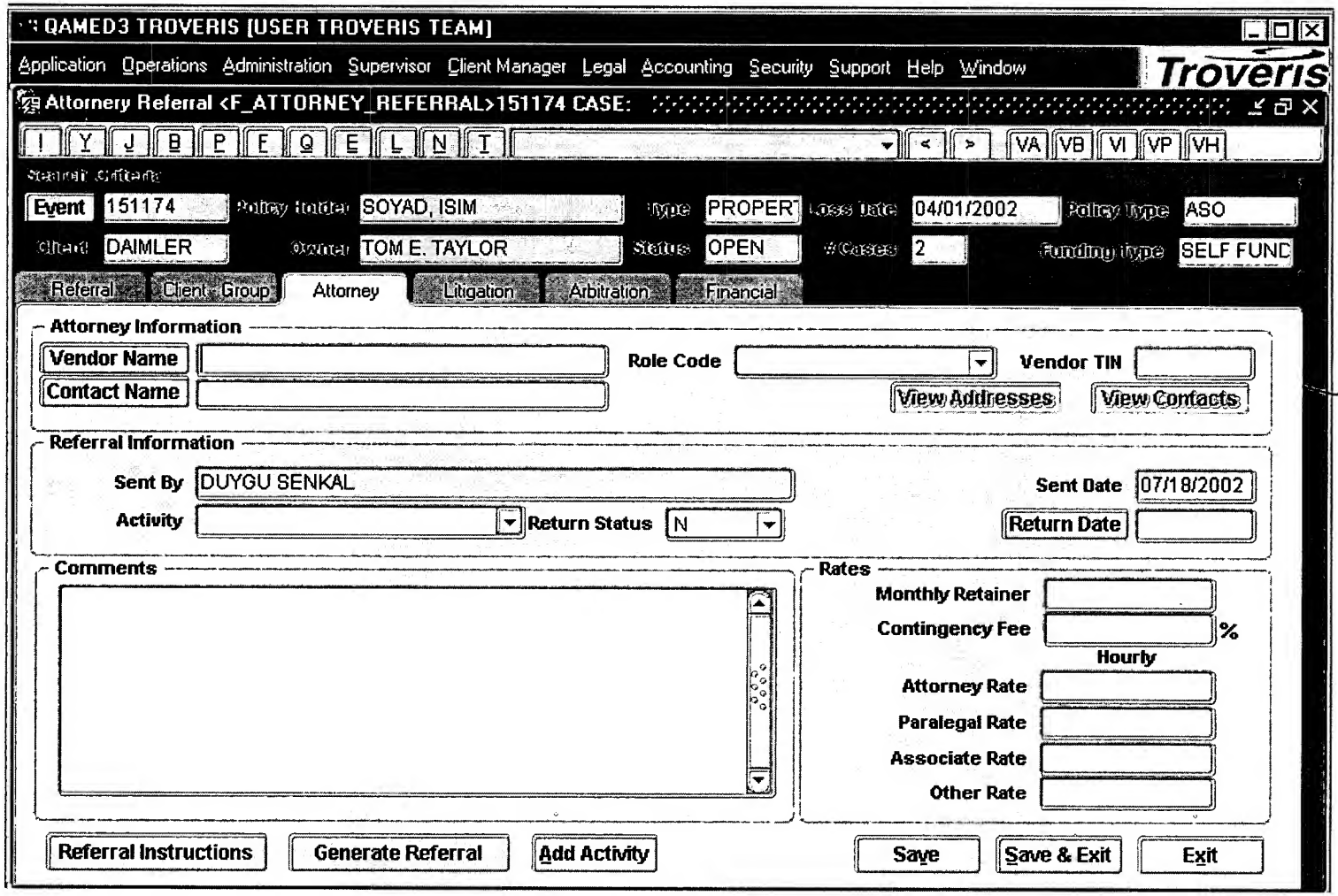

QAMED3 TROVERIS [USER TROVERIS TEAM]
Application Operations Administration Supervisor Client Manager Legal Accounting Security Support Help Window
Troveris
Attorney Referral <F_ATTORNEY_REFERRAL>151174 CASE:
VA VB VI VP VH
Event 151174
Policyholder SOYAD, ISIM
Type PROPER
Loss Date 04/01/2002
Policy Type ASO
Client DAIMLER
Owner TOM E. TAYLOR
Status OPEN
Cases 2
Funding Type SELF FUNC
Referral
Client - Group
Attorney
Litigation
Arbitration
Financial
Request Information
First Request By DUYGU SENKAL
First Request Date 07/18/2002
Second Request By DUYGU SENKAL
Second Request Date 07/18/2002
Final Request By
Final Request Date
Client Approval Status
Approved Activity
Return Date
Client Information
Name DAIMLER CH
$ Threshold 1000
% Threshold 40
Contact
Phone
EXT
E-Mail
Fax
Title
Employer Group Information
Name 100 - BLUE CROSS BLUE SHIELD OF MI
$ Threshold 20000
% Threshold 70
Contact
Phone
EXT
E-Mail
Fax
Title
Comments
Request Notes
Generate Request
Add Activity
Pre-Authorizatio...
Save
Save & Exit
Exit
544

FIGURE 20



546

FIGURE 21

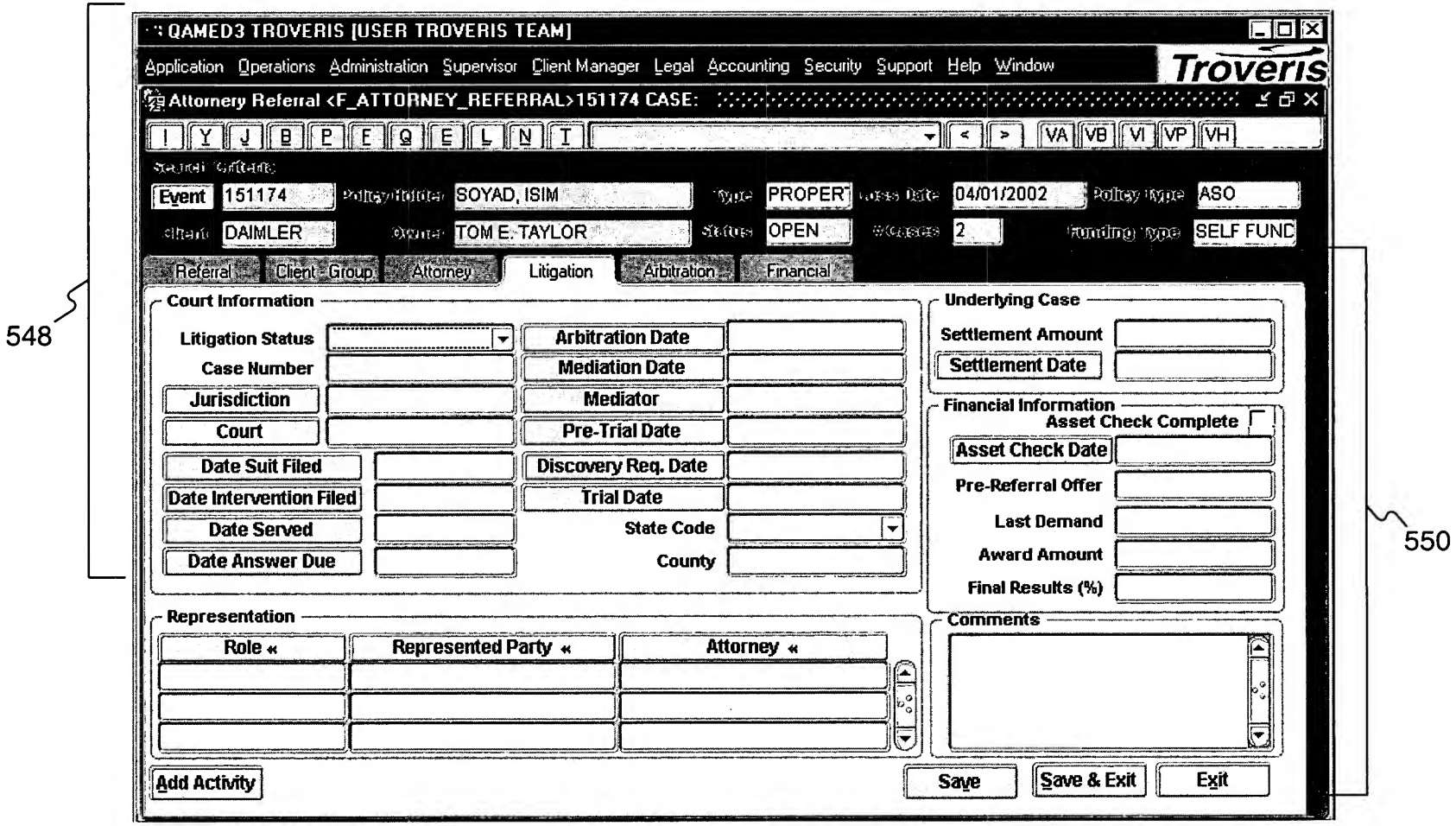

548
QAMED3 TROVERIS [USER TROVERIS TEAM]
Application Operations Administration Supervisor Client Manager Legal Accounting Security Support Help Window
Troveris
Attorney Referral <F_ATTORNEY_REFERRAL>151174 CASE:
Event 151174
SOYAD, ISIM
PROPER
04/01/2002
ASO
DAIMLER
TOM E. TAYLOR
OPEN
2
SELF FUND
Referral
Client Group
Attorney
Litigation
Arbitration
Financial
Court Information
Litigation Status
Case Number
Jurisdiction
Court
Date Suit Filed
Date Intervention Filed
Date Served
Date Answer Due
Arbitration Date
Mediation Date
Mediator
Pre-Trial Date
Discovery Req. Date
Trial Date
State Code
County
Underlying Case
Settlement Amount
Settlement Date
Financial Information
Asset Check Complete
Asset Check Date
Pre-Referral Offer
Last Demand
Award Amount
Final Results (%)
Representation
Role «
Represented Party «
Attorney «
Comments
Add Activity
Save
Save & Exit
Exit
550

FIGURE 22

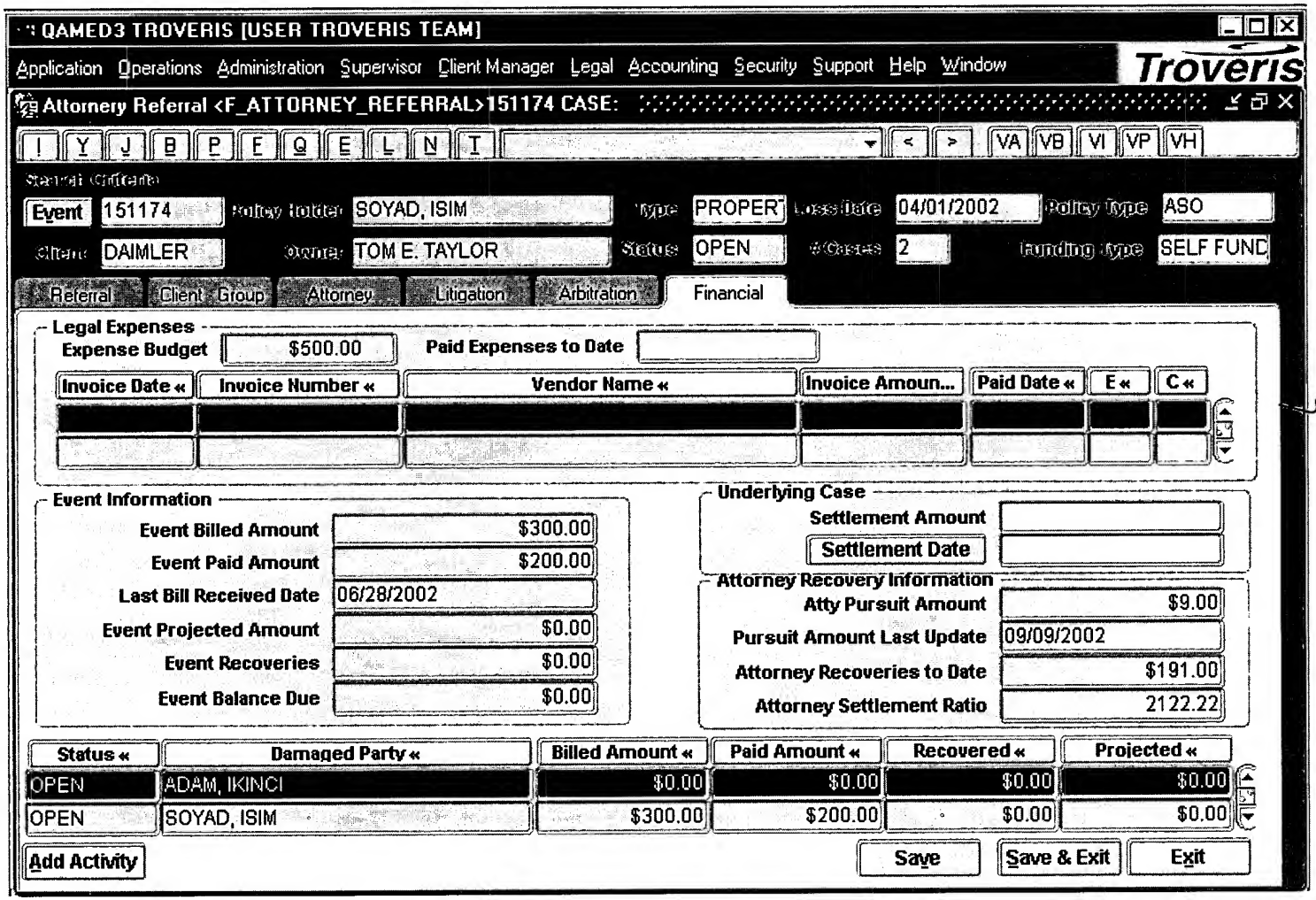

QAMED3 TROVERIS [USER TROVERIS TEAM]
Application Operations Administration Supervisor Client Manager Legal Accounting Security Support Help Window
Troveris
Attorney Referral <F_ATTORNEY_REFERRAL>151174 CASE:
Event 151174
Policy holder SOYAD, ISIM
Type PROPER
Loss Date 04/01/2002
Policy Type ASO
Client DAIMLER
Owner TOM E. TAYLOR
Status OPEN
Cases 2
Funding Type SELF FUND
Referral
Client Group
Attorney
Litigation
Arbitration
Financial
Legal Expenses
Expense Budget $500.00
Paid Expenses to Date
Invoice Date «
Invoice Number «
Vendor Name «
Invoice Amoun...
Paid Date «
E «
C «
552
Event Information
Event Billed Amount $300.00
Event Paid Amount $200.00
Last Bill Received Date 06/28/2002
Event Projected Amount $0.00
Event Recoveries $0.00
Event Balance Due $0.00
Underlying Case
Settlement Amount
Settlement Date
Attorney Recovery Information
Atty Pursuit Amount $9.00
Pursuit Amount Last Update 09/09/2002
Attorney Recoveries to Date $191.00
Attorney Settlement Ratio 2122.22
Status «
Damaged Party «
Billed Amount «
Paid Amount «
Recovered «
Projected «
OPEN ADAM, IKINCI $0.00 $0.00 $0.00 $0.00
OPEN SOYAD, ISIM $300.00 $200.00 $0.00 $0.00
Add Activity
Save
Save & Exit
Exit

FIGURE 23

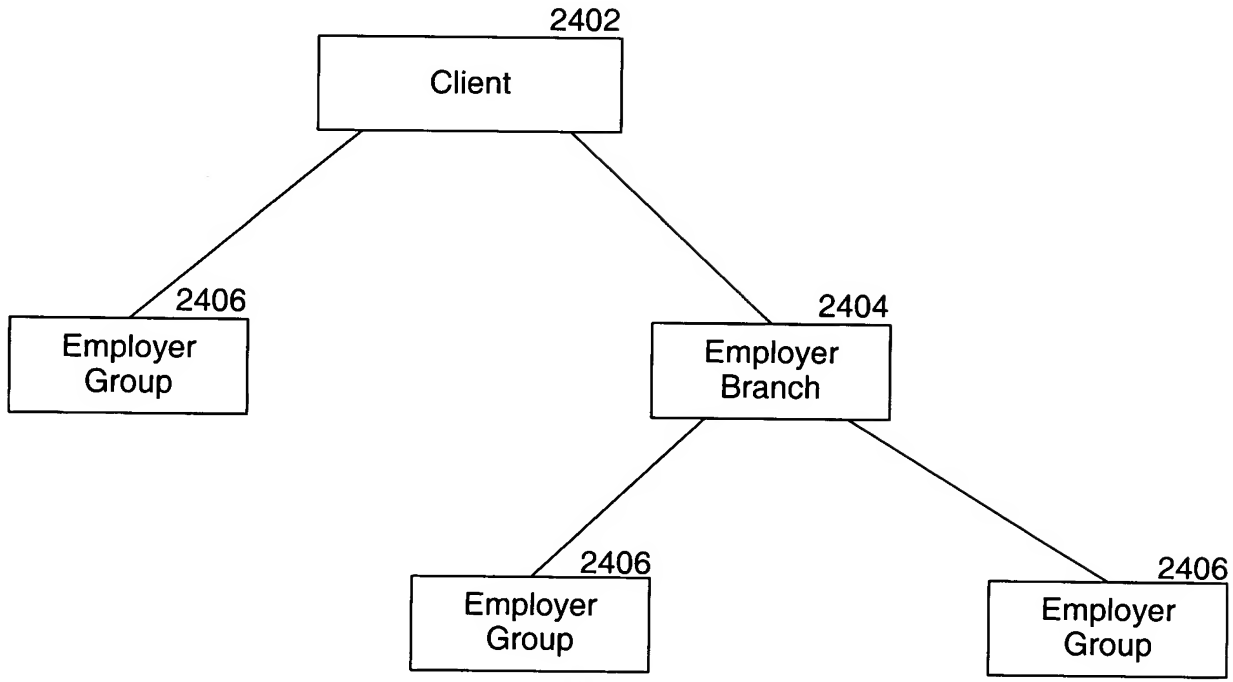

2402
Client
2406
Employer Group
2404
Employer Branch
2406
Employer Group
2406
Employer Group

FIGURE 24

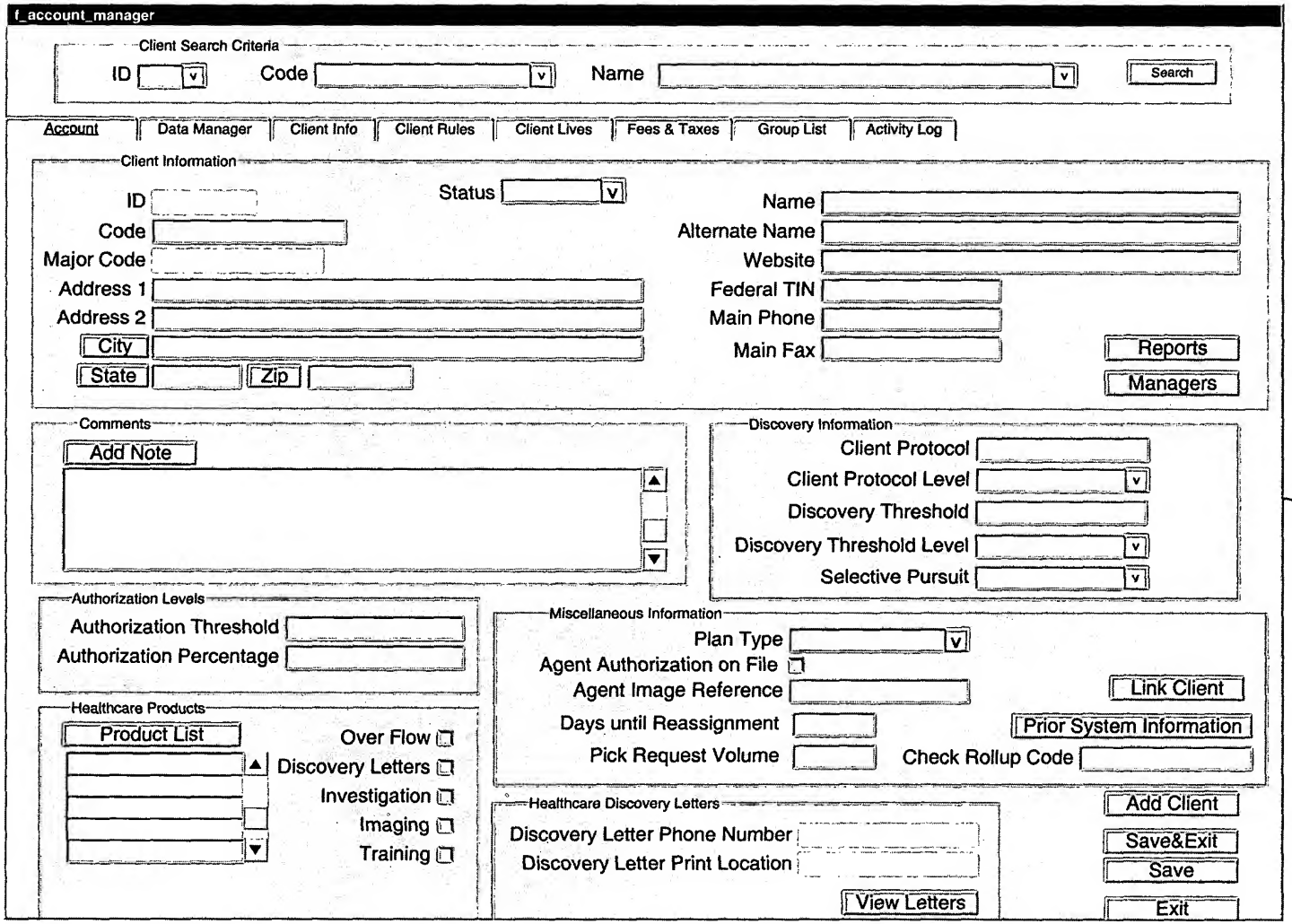

f_account_manager
Client Search Criteria
ID
Code
Name
Search
Account
Data Manager
Client Info
Client Rules
Client Lives
Fees & Taxes
Group List
Activity Log
Client Information
ID
Status
Code
Major Code
Address 1
Address 2
City
State
Zip
Name
Alternate Name
Website
Federal TIN
Main Phone
Main Fax
Reports
Managers
Comments
Add Note
Discovery Information
Client Protocol
Client Protocol Level
Discovery Threshold
Discovery Threshold Level
Selective Pursuit
2500
Authorization Levels
Authorization Threshold
Authorization Percentage
Miscellaneous Information
Plan Type
Agent Authorization on File
Agent Image Reference
Days until Reassignment
Pick Request Volume
Link Client
Prior System Information
Check Rollup Code
Healthcare Products
Product List
Over Flow
Discovery Letters
Investigation
Imaging
Training
Healthcare Discovery Letters
Discovery Letter Phone Number
Discovery Letter Print Location
View Letters
Add Client
Save&Exit
Save
Exit

FIGURE 25

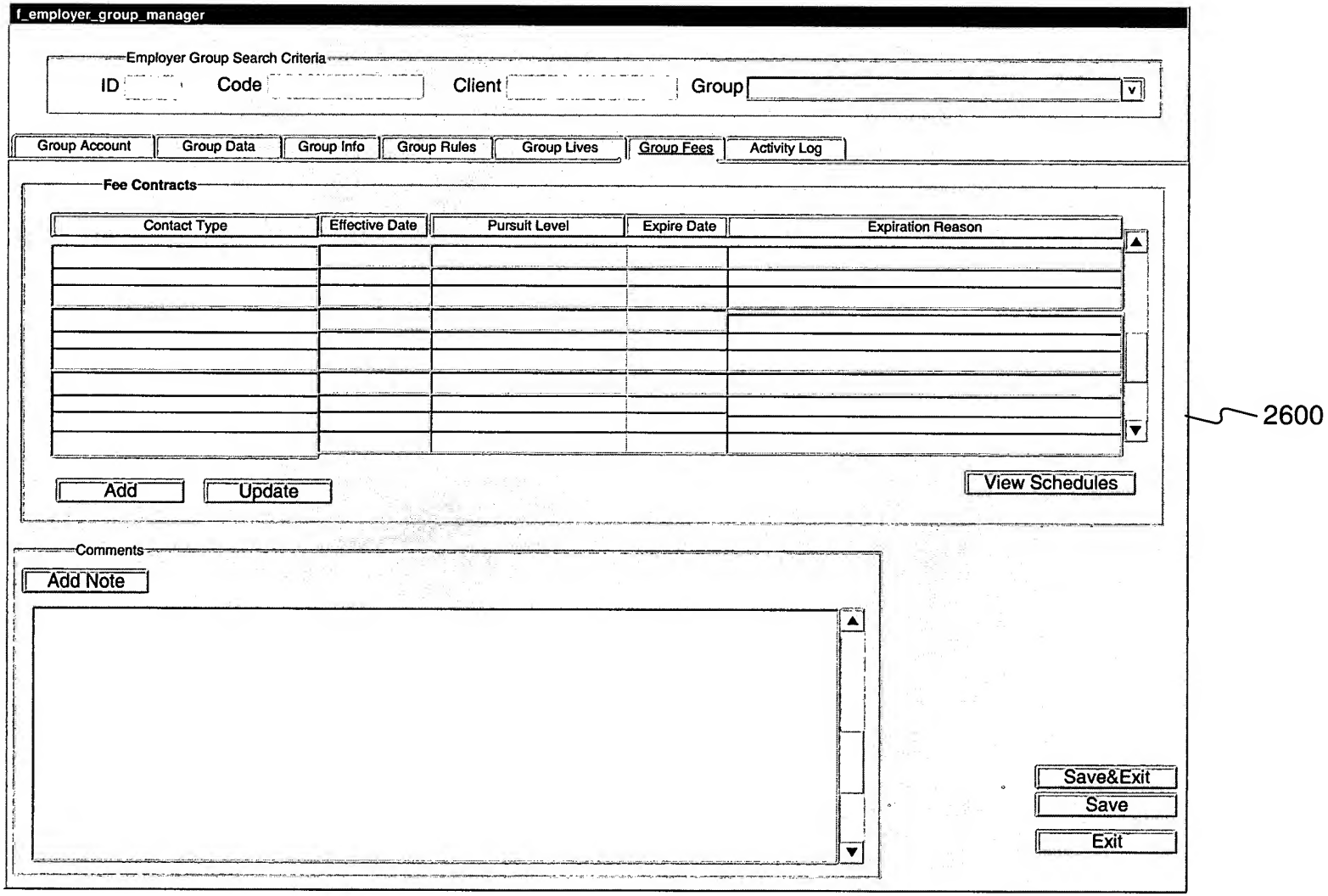

f_employer_group_manager
Employer Group Search Criteria
ID
Code
Client
Group
Group Account
Group Data
Group Info
Group Rules
Group Lives
Group Fees
Activity Log
Fee Contracts
Contact Type
Effective Date
Pursuit Level
Expire Date
Expiration Reason
Add
Update
View Schedules
Comments
Add Note
Save&Exit
Save
Exit
2600

FIGURE 26

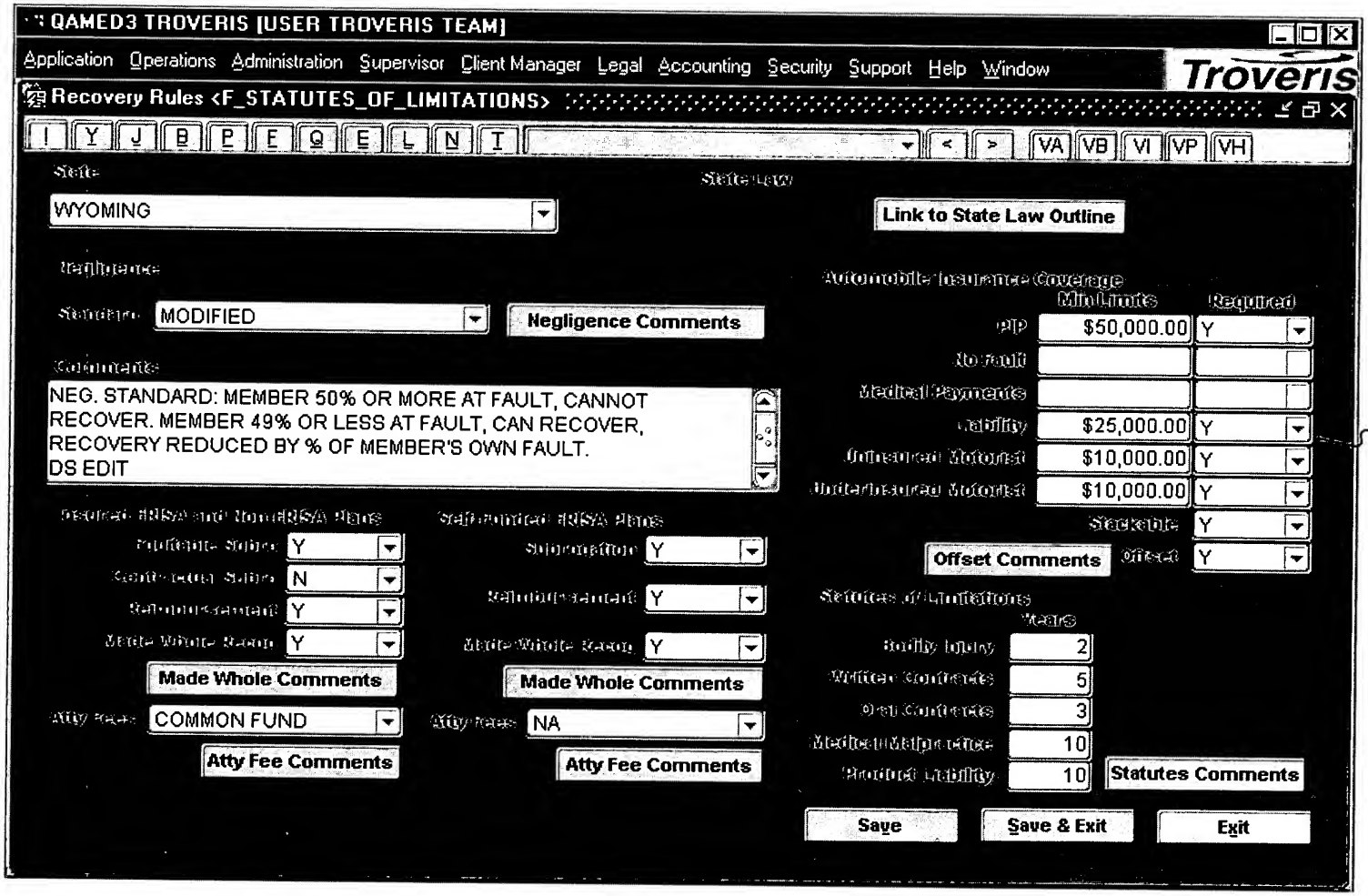

QAMED3 TROVERIS [USER TROVERIS TEAM]
Application Operations Administration Supervisor Client Manager Legal Accounting Security Support Help Window
Troveris
Recovery Rules <F_STATUTES_OF_LIMITATIONS>
I Y J B P E Q E L N T
< > VA VB VI VP VH
State:
WYOMING
State Law
Link to State Law Outline
Negligence
Standard: MODIFIED
Negligence Comments
Comments:
NEG. STANDARD: MEMBER 50% OR MORE AT FAULT, CANNOT RECOVER. MEMBER 49% OR LESS AT FAULT, CAN RECOVER, RECOVERY REDUCED BY % OF MEMBER'S OWN FAULT.
DS EDIT
Automobile Insurance Coverage
Min Limits
Required
PIP $50,000.00 Y
No Fault
Medical Payments
Liability $25,000.00 Y
Uninsured Motorist $10,000.00 Y
Underinsured Motorist $10,000.00 Y
Stackable Y
Offset Y
Offset Comments
Insured ERISA and Non-ERISA Plans
Fiduciary Suits Y
Contractual Suits N
Reimbursement Y
Make Whole Recov Y
Made Whole Comments
Atty Fees: COMMON FUND
Atty Fee Comments
Self-Insured ERISA Plans
Subrogation Y
Reimbursement Y
Make Whole Recov Y
Made Whole Comments
Atty Fees: NA
Atty Fee Comments
Statutes of Limitations
Years
Bodily Injury 2
Written Contracts 5
Oral Contracts 3
Medical Malpractice 10
Product Liability 10
Statutes Comments
Save
Save & Exit
Exit
2700

FIGURE 27